The Effectiveness Level of Procedures at the Department of Income and Sales Tax in Jordan from Employee's Perspective .

2014

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مستوى فاعلية اجراءات دائرة ضريبة الدخل و المبيعات في الأردن و أثرها على مستوى الأداء من وجهة نظر العاملين

The Effectiveness Level of Procedures at the Department of Income and Sales Tax in Jordan from Employee's Perspective .

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قدمت هذه الرسالة استكمالاً لمتطلبات الحصول على درجة الماجستير في تخصص الادارة العامة ، جامعة اليرموك، الأردن.

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79	[illegible]	5
81	[illegible] (274 =[illegible])[illegible]	6
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95	([illegible]) [illegible] (Independent t- test) [illegible]	20
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98	([illegible]) [illegible] (Independent t- test) [illegible]	24
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ŁƵƨùʅ Ĭ⃝Ƶ ŁŏƧƬƕ!ƒ ƥƧƒĂdž!ƒ Łŏdžǉƙ ƘƒƇƒƧƞǫĂ ÜýƤƥ!ƒ ŁƕŏƧư ƘƒƇƒƧƞǫĂ ÜƘƓƶŏƕdž!ƒ ŁƕŏƧư

ƥƧƒĂùdž!ƒ Łŏdžǉƙ ƘƒƇƒƧƞǫĂ ÜýƤƥ!ƒ ŁƕŏƧư ƘƒƇƒƧƞǫ :ǇǊdž ý‡! ƧƛƊ ƥĂƞĂ ƓưŏƊ ǇǊŏƕƙĂ ÜƇƒƥǕƒ

ƘƓƶŏƕdž!ƒ ŁƕŏƧư ƘƒƇƒƧƞǗ ŁƕʅǉǃƓƕ Ɠdž⃝Ɗ Üý‡‡ ƇƒƥǕƒĂ ƇƒƥǕƒ ǀƥĂƞĂ ŁƿƥĂ Ɗžƞơ Ĭ⃝Ƶ ŁŏƧƬƕ!ƒ

. ý‡‡ ƇƒƥǕƒĂ ƇƒƥǕƒ ǀƥĂƞĂ ŁƿƥĂ Ɗžƞơ Ĭ⃝Ƶ ƧƛƊ ĭƊ Ɠǌ! ǇǂŏƊǅ5

ƘƒƇƒƧùƞǫ Łùŏ⃝ƵƓ5 ăĂƙʅdž Ŏ5 $0.05 \geq \alpha$ ăĂƙʅdž ƥǉƵ ŁŏƑƓƮơǫ Ł!Ǚƥ ƘƒƦ ƾĂƧ5 ƥƞĂƙ Ǚ -

ŁùƑ5!ƒĂ ÜƩǉùƞ!ƒ :Łùŏ!Ɠƙ!ƒ Łŏ5ŏƱĂ!ƒ ŁŏƮƤƬ!ƒ ƘƒƧŏʓƙdž⃝! ăƨƶƙ ƘƓƶŏƕdž!ƒĂ ýƤƥ!ƒ ŁƕŏƧư

. Ŏ5ŏƱĂ!ƒ Ĭdžʅdž!ƒĂ ǀƧƕƤ!ƒ ƘƒĂǉʅĂ ŁŏƧdžƶ!ƒ

ŁʅƒƧƥ!ƒ ŁǉŏƵ ƥƒƧ5Ɗ ƘƓǊƓƞƙƒ Ŏ5 $0.05 \geq \alpha$ ăĂƙʅdž ƥǉƵ ŁŏƑƓƮơǫ Ł!Ǚƥ ƘƒƦ ƾĂƧ5 ƥƞĂƙ Ǚ -

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. Ŏ5ŏƱĂ!ƒ Ĭdžʅdž!ƒĂ ǀƧƕƤ!ƒ ƘƒĂǉʅĂ ŁŏƧdžƶ!ƒ

: ýƛdž ƘƓŏƮĂƙ!ƒ ǇǊdž ŁƵĂdžƞdž Ĭ!ǫ ƓưŏƊ ŁʅƒƧƥ!ƒ ƘǌƙǉƒĂ

ƘƒƇƒƧùƞǫ ƦƓùƤƙƒ Ă Ü ƇƒƥǙƒ ǀƥĂƞ Ă ŁƿƥĂ Ɗžƞơ Łŏơ ǇǊdž ƇƒƥǙƒ Łŏ⃝ƵƓ5 ǀƥƓŏƨ! ƘƒƇƒƧƞǫ ƦƓƤƙƒ

ƘƒƧƥùƿ ƊžƵƥ Ă Ü ŁŏƧƬƕ!ƒ ƥƧƒĂdž!ƒ Łŏdžǉƙ Ă ƘƓƶŏƕdž!ƒ Ă ýƤƥ!ƒ ŁƕŏƧư ƘƒƇƒƧƞǫ Łŏ⃝ƵƓ5 ǀƥƓŏƨ!

Ă Ɗžùǌ5! ǇǊŏ⃝džƓùƶ⃝! ŁùƮƨ5!ƒ ŁơƓƙƒ Ă Ü ŁŏƕŏƧƥƙ!ƒ ƫƧĂ!ƒ Ă ƘƒƧĂƥ!ƒ ƥǀƵ ýǙƤ ǇǊdž ǇǊŏ⃝džƓƶ!ƒ

. ŁƶƕƙǄ!ƒ ƘƒƇƒƧƞǙƒ ƘƓŏƓƸ ǁƒƧƥƒ

ŁŏƕŏƧư ƘƒƇƒƧƞƒ Ü ǇǊŏ⃝džƓƶ!ƒ ƇƒƥƊ Ü ƘƓƶŏƕdž!ƒ ŁƕŏƧư Ü ýƤƥ!ƒ ŁƕŏƧư : ƕĭƟƑŁƵƊŽǁƐ ǀƑƊŽ‡ǁƐ

üNjŬɛ üTƻǁɛ

ƕʊƨɛƥơǂǁ !ƑyǁɛƥƑƯŰɛ

üǸǙɛ üƬƻǁɛ

ƕƨɛƥƣǂǁ !ƑƴǁƐ ƥƑƯǕɛ

: ƕƊƸƣƪƊƸǁɛ

Ǐù!ƒ ýǂƬùƙ Ă Ü ýĂƥ!ƒ ǅƲƶǅ Ŏ5 ǂǅƓƶ!ƒ ƘƓǉƨƒĂǅǁ! ŎƪőƑƧ!ƒ ƥ5ƒƧ!ƒ ǅƓƵ ýǂƬƕ ǂƕőƧư!ƒ Ƨƕƙƶƙ

. ƓǌƱƱƤ Ă ǂǅĂǂơ!ƒ ýǅƵ ƘƓő!ƈ ƥƥơƙ Ŏƙ!ƒ ǂǅƓƶ!ƒ ǂǉƨƒĂǅ!ƒ ǟƧƤƊ ƘƒƥƒƧőƺ ƔǉƓƞ

Ŏù5 ǂőĂƒƨ!ƒ Ƨƞơ - ƘƓƶőƕǅ!ƒ ǂƕőƧư Ă ýƤƥ!ƒ ǂƕőƧư - ƓǌőǀƬƕ ǂƕőƧư!ƒ Ƨƕƙƶƙ ǇƥƧǕƒ Ŏ5 Ă

ǂùǅƓƶ!ƒ ƘƒƥƒƧőǗƒ Ǉőƕ Ǉǅ ƓǌƙƒƧƓƕƙƵƒ Ă ƓǌǉƨĂ Ɠǌ! ƔƑƒƧư!ƒ ǉƦǋ Ǉƒ ǁ!Ʀ Ü ǂǅƓƶ!ƒ ǂǉƨƒĂǅ!ƒ ƥƒƥƵƺ

ǊƙƕƪùǉƓǅ 2012 ǅƓƵ Ǐ!ƺ 2004 ǅƓƵ Ǉǅ ǈƧƙ5!ƒ ýǕƤ ǂőƕőƧư!ƒ ƘƒƥƒƧőǗƒ ƘǁǂƬ ǂőơ Ü ǂ!Ăƥǁ!

Ǉùǅ Ɠùƕ őƧǀƙ Ŏùǉƥƨƒ ƧƓǉőƥ ǇĂőǁǅ ŎƙƑƓǅ Ă ƧƓőǁǅ 19 ǉƧƥƤ ƸǁƕǅƕƘƒƥƒƧőǗƒ ýǅƞǅ Ǉǅ (%50)

3 Ă 2 Ă 1 ǅùƤƧ ýĂƥƞ!ƒ ƧƲǉƒ) ǈƧƙ5!ƒ ǉƦǋ! ǂǅƓƶ!ƒ ƘƒƥƒƧőǗƒ ýƞǅ ƧƓőǁǅ Ǉőƛǘƛ Ă ǂőǉƓǅƛ ýƮƒ

Ƹ!Ɠƕ!ƒ ƓǋƧőƛƙ Ŏ!Ɠƙ!Ɠƕ Ă ǂőǉƥƧǕƒ ǂǅƓƶ!ƒ ǂő!Ɠǅ!ƒ Ŏ5 ƔƑƒƧư!ƒ ǂőǅǋƊ ǏǁƵ Ɠǉ!ƥő ƒǋǊĂ Ü (ƪơǁǅ!ƒ Ŏ5

Ă ƩƓƵƥù!ƒ) ƓǌƕǉƒĂƞ ƻǁƙƤǅƕ ǂőǅǉƙ!ƒ ƘƓőǁǅƵ ǅƵƥ Ă ǂƒƥơƺ Ŏ5 Ă ǅƓƶ!ƒ ŎǅĂǂơ!ƒ ýǅƶ!ƒ Ƨőƪ Ŏ5

. (2012 Ü ýƓùơƧ

ýƤƥù!ƒ ǂƕőƧư ǈƧƑƥ ŎǋǊ ǇƥƧǕƒ Ŏ5 ƔƑƒƧư!ƒ ǉƦǋ ƥőƧĂƙ Ă ýőƮơƙ ǇƵ ǂ!ĂƌƪǅƖ!ƒ ǂǌƞ!ƒ Ă

ǇőǉƒĂùƤ ƥĂùǉƕ ƦùőƨǉƙƓǌƕ ƱƓǉǅ Ă ǂőǉƥƧǕƒ ǂő!Ɠǅ!ƒ ǈƧƒƨĂ! ǂƶƕƓƙ!ƒ ƧƑƒĂƥ!ƒ ǟƥơƺ ŎǋǊĂ Ü ƘƓƶőƕǅ!ƒĂ

Ɠǌ!ǘƤ Ǉǅ ƻƥǋƙ ǈƧƑƥ!ƒ ƓǌƶƕƙƘ ǉƥƵ ƪƧƱ Ă ƘƒƈƧƞƺ ýǘƤ Ǉǅ ǂǁƮ!ƒ ƘƒƦ ǇőǉƒĂǀ!ƒ Ă ǂƕőƧư!ƒ

ƳƧƬùǅ!ƒ Ǌő!ƺ ĂƕƮő Ɠǅ ƪőǀơƙ Ŏ!Ɠƙ!Ɠƕ Ă ƓǌǁǅƵ ƧǋĂƞƕ ǂƱƕƙƧǅ!ƒ ǇőǉƒĂǀ!ƒ ǊőƺƧ ŎǅƧƙ Ɠǅ ƪőǀơƙ Ǐ!ƺ

. ƓǌƕǉƒĂƞ ƻǁƙƤǅƕ ǂőǅǉƙ!ƒ Ă ǉƓ5Ƨ!ƒ ƪőǀơƙ Ǉǅ

Ă ǂùőǁƵƓ5!ƒ ƧőƓùƶǅ ǏǁƵƊ Ǉǅư ƓǌǁǅƵ ǇĂǂő ǇƊ ǂőǅǋƊ Ă ǂőƕőƧư!ƒ ǈƧƑƥǕƒ ǂőǅǋƊ ƧǌƲƙ ƓǉǋĂ

ýǅ ǂƤǘƶ!ƒ : ýƛǅ Ɠǌ5ƒƥǋƊ ƪőǀơƙ Ǉǅ ǇǂǅƙƘ! ǟƌƧ Ă ƥƓƶƕƊ ǈƥƵ ƧƓƙƵǕƒ ǇőƶƕƤ ƦƤǁƙ ǇƊ Ă Ü ǈƓ5ǂ!ƒ

Ă Ɨùdž!Ăz!f LJùƵ DƧƱk Ŏk!f ƘfƧöǯk!f Ă Ǵnjlǚ ýĂdžzdž!f ƘǴzöƧTk!f Ă LJöLjfĂl!f Ă ƔƒfƧư!f Ŏz5fþ

Ă ƘfĈfƧùƞǫ Ă ǴnjƪƽLj ƗöhöƧư!f lƧfþŰǴǚ LJöǁdžǴz!f lƧfþƞ Ă lĈǴ5ǂ Ĭ!ǫ Ɨ5Ǵ ưŰǴǚ Ü Ɨödž!Ǵz!f lƧǴƞk!f

(2006 Ü James and others) . ýdžz!f Ƨöƪ ƽƧƱ

ljŖùNj lƧþùp ăþdž Ŏ5 ýƮö5!f ĂNj ƗdžƱLjdž Ăf lƧfþǫ ĭD Ŏ5 ĭƧTǚ!f ƧƮLjz!f LJD ƻĂƧzdž!f LJdž Ă

ýùǂ LJǴ5 Ŏ!Ǵk!Ǵǚ Ă Ü ǴnjkŏƧfƧdžkƪf Ă ǴnjkLjǴǂdžǚ ƱǴ5kơǗf LJdž ǴnjLjöǂdžk Ă Ǵnj5fþNjD ƽölơk ĬǁƵ ƗdžƱLjdž!f

þƧù5!f ƗöƞǴkLjǫ LJf Ǵưöǒ ƻĂƧzdž!f LJdž Ă Ü Ǵǚǁƪ ĂD ǴǚǴƞöǫ ƗdžƱLjdž!f ĬǁƵ Ŏ!Ǵk!Ǵǚ ƧƛƋö NöǁƵ ƧƛƋö Ǵdž

ƗùöƞǴkLjŰf ĬǁƵ Ŏ!Ǵk!Ǵǚ ƧƛƋö LJöǁdžǴz!f ĈfþD ĬǁƵ ƧƛƋö Ǵdž ýǂ LJǴ5 ǁ!Ŗ! Ü ljĈfþD ăĂkƪdž ĬǁƵ þdžkzk

ƘǴùö!ƈ Ă ŎùdžöƱLjk!f ƢǴLjdž!Ǵ5 Ü ƧfƧdžkƪǗf ĬǁƵ ǴnjkƧþp Ă ýǂǂ ƗdžƱLjdž!f ƗöƞǴkLjǫ ĬǁƵ ƧƛƋö DžƛLJdžĂ

ýƒǴùƪĂ!f ĬùǁƵ þǴùdžkƵǗf ăþdž Ă ƗöLjǴƪLjŰf ƘǴpǖz!f Ă ƗzhǴkdž!f Ă ƻfƧTŰf ƽƧƱ Ă ýdžz!f Ƨöƪ

ƘùLjǴǂ ƗdžƱLjdž ĭD Ŏ5 LJöǁdžǴz!f ĈfþD ăĂkƪdž ĬǁƵ ƧTǴhdž ýǂTǚ Ă ƧƛƋk Ǵnjǁǂ Ɨ5ǁkƤdž!f ƗöƞĂ!ĂLjǂk!f

. (2001 Ü Ɨǁơþ!f)

ƽölơk Ĭ!ǫ Ĭzƪk Ü ƗƮǴƤ!f Ă ƗdžǴz!f ƘǴdžƱLjdž!f LJdž ǴNjƧöǯǂ ƘǴzöhdž!f Ă ýƤþ!f ƗhöƧư lƧƒfþ Ă

Ƨùhkzk ǴLj5ǁƪD Ǵdžǂ DžǴƵ ýǂTǚ ƗhöƧư!f LJD Ǵdžǚ Ă Ü Ǵnjzhkk ƽƧƱ Ă ƘfĈfƧƞǫ lþƵ ýǖƤ LJdž Ǵnj5fþNjD

Ǵưùöǒ Ɨùlǁzkdž!f Ă Ɨ!Ăþǁ! ƗdžǴz!f Ɨö!Ǵdž!Ǵǚ Ɨlǁzkdž!f ǁǁk ƗƮǴƤ ƔLjfĂƞ lþƵ Ŏ5 ƗdžƪǴơ Ă ƗöƧĂơdž

Ă Ǵùnjǚ ýĂdžzdž!f ƘfĈfƧƞŰf ƗöǁƵǴ5 Ƨfþldž Ɨƪfƪþ þö5dž!f Ă Džnjdž!f LJdž NǁLjǴ5 Ɨ5ǁkƤdž!f ǴnjhLjfĂƞǚ Ɨödž!Ljk!Ǵǚ

LJĂùǂk Ǵdžþùljƶ Ɨù5ǁkƤdž!f LJöLjfĂl!f Ă ƘǴzöƧTk!f Ŏ5 NLjf Ɨöơ Ü LJöǁdžǴz!f ĈfþD ĬǁƵ ǁ!Ŗ ƧƛƒƧþldž

. LJöLjfĂl!f Ŗö5Ljk Ă ýdžz!f Ƨöƪ ƘǴö!ƈ Ă ƽöhƱk!f Ŏ5 LJĂǂk Ǵdž lþǴƵ ĈǴƱƤD ǁǴLjNj

ýƤþ!ƒ ƚǁǒƧư lƧƒƒþ Ǒ5 ƚzǁkdž!ƒ ƘƒƇƒƧƞǗƒ ƚǒǁƵǤ5 ăĂƙƪdž LJǒǁ ƱǁƧ!ƒ ýĂǤơǉ ƚƪƒƧþ!ƒ ǉƦǋ Ǒ5 Ă

Ǒù5 ýƛdžkk þǤzǁƉ lþƵ ýǘƤ LJdž ǤnjǒƼ LJǒǁdžǤz!ƒ ƇƒþƉ Ǐǁ Ƶ ƘƒƇƒƧƞǗƒ ǉƦǋ Ƨǒƛdk ăþdž Ă ƘǤzǒǁdž!ƒ Ă

. ƇƒþǕƒ lþĂƞ Ă ƇƒþǓƒ ƚƿþ Ă ƇƒþǓƒ Ǆƞơ Ă ƇƒþǓƒ ƚƵƧƪ

ǁƨƐþǫǁƐ ǁǂlƪǄ

Ǥùnjǒǁ Ƶ ƨù ǂkƧk Ǒùk!ƒ ƚdžǤz!ƒ ƚǉƨƒĂdžǁ! ƚdžǤnj!ƒ ƘƒþƒƧǒǗƒ LJdž ƘǤzǒǁdž!ƒ Ă ýƤþ!ƒ ǑkǁǒƧư Ƨǁkzk

. ƚǒƵǤdžkƞƒ Ă ƚǒþǤƮkƿƒ ƻƒþǋƉ ƽǒlơk ĂƉ Ʀǒ5ǉk! ƚdžĂǂơ!ƒ

: ǤnjǉdžǤǋƦƤkk lþƵ ƘƒƇƒƧƞƹ ƽǒƧƱ LJƵ ǁ!Ʀ ƽǒlơk! Ǐzƪk lƧƒƒþ!ƒ LJǤ5 ǤǉǋLJdž

1- ƘƒƇƒƧƞƹ ƤkƒƒƧǒǁƚ ýƤþ!ƒ .

2- ƘƒƇƒƧƞƒ ƤkƒƒƧǒǁƚ ƘǤzǒǁdž!ƒ.

3- ƘƒƇƒƧƞƹ ƽǁzkk ƚǒdžǉkǁ þƧƒĂdž!ƒ ƚǒƧƬǁ!ƒ Ǒ5 lƧƒƒþ!ƒ .

LJǒǁdžǤùz!ƒ ýǁƿ LJdž ƽǒǁƱk!ƒ ƚǒơ LJdž ƘƒƇƒƧƞǗƒ ǉƦǋ ƚǒǁƵǤ5 ăþdž ýĂơ ýƌǤƪk!ƒ ƧǤƛǒ Ǥdž ƒƧǒƛǂĂ

ƽùǒǁƱk Ƨǒƛdùk ăþdž ýĂơ ýƌǤƪk!ƒ ƧǤƛǒ Ă Ǥdžǂ Ü LJþƧǕƒ Ǒ5 ƘǤzǒǁdž!ƒ Ă ýƤþ!ƒ ƚǁǒƧư lƧƒƒþ Ǒ5

. LJǒǁdžǤz!ƒ ƇƒþƉ ăĂƙƪdž Ǐǁ Ƶ ƘƒƇƒƧƞǗƒ ǉƦǋ

: Ǒ!Ǥk!ƒ ýƒƋƪ!ƒ ƟƧƱ ýǘƤ LJdž ƚƪƒƧþ!ƒ ƚǁǂƬdž ƒ ǒƤǁk LJǂdžǒ ǤǉǋLJdžĂ

Þ ǤnjǒƼ LJǒǁdžǤz!ƒ ƇƒþƉ Ǐǁ Ƶ ǁ!Ʀ Ƨƛƒ Ǥdž Ă ƘǤzǒǁdž!ƒ Ă ýƤþ!ƒ ƚǁǒƧư lƧƒƒþ ƘƒƇƒƧƞƹ ƚǒǁƵǤ5 ăþdž Ǥdž

ǁƨƐþǫǁƐ ƹ Ɛǫǉǋ

: Ǒǁǒ Ǥdž Ǐ!ƹ ƚƪƒƧþ!ƒ ǉƦǋ ƻþnjk

ƚùnjƞĂ LJùdž ƘǤzǒǁdž!ƒ Ă ýƤþ!ƒ ƚǁǒƧư lƧƒƒþ Ǒ5 lƦƤkdž!ƒ ƘƒƇƒƧƞǗƒ ƚǒǁƵǤ5 ăĂƙƪdž ƚ5Ƨzdž ǇǇ Ɖ

. ǤnjǒƼ LJǒǁdžǤz!ƒ ƧǓǉ

ƧùƲǈ Ǝùǌǯ Ǉùǆ ƘƓùƺǒǉǆ!ƒ Ă ýƤƥ!ƒ ƎǊǒƧ ư ƖƧƑƒƥ Ŏ5 ǇǑǉǆƓƺ!ƒ ƇƒƥƉ ăĂƙƪǆ Ǝ5Ƨƺǆ – Ɣ

. Ɠǌǒ5 ǇǑǉǆƓƺ!ƒ

ƖƥùƵ ýǖùƤ Ǉǆ ǁ!Ʀ Ă ƖƧƑƒƥ!ƒ Ŏ5 ǇǑǉǆƓƺ!ƒ ƇƒƥƉ ǏǉƵ ƘƒƇƒƧƞǗƒ ǉƦǌ! ƧǒƛǆƘ!ƒ ăƥǆ ǇƓǒǊ – ùƞ

. ƇƒƥǕƒ ƖƥĂƞ Ǐ!ƍ Ǝ5Ɠ ư ǗƓǊ ƇƒƥǕƒ ǇƓǀƙƍ Ă Ǆƞơ Ă ƎƵƧƪ Ŏ5 ýƛǆƙƙ ƥƓƺǊƉ

ƎǊǒƧ ư ƖƧƑƒƥ Ŏ5 ǇǑǉǆƓƺ!ƒ ƘƓǋƓƞƙƒ Ŏ5 ƎǒƑƓƮơƍ Ǝ!Ǔƥ ƘƒƦ ƭĂƧ5 ƥĂƞĂ ăƥǆ ǏǉƵ ƻƧƺƙ!ƒ – ƥ

ƘƒƧùǒƷƙǆǁ! ăƨƺƙ ǇǑǉǆƓƺ!ƒ ƇƒƥƉ ăĂƙƪǆ Ă ƘƒƇƒƧƞǗƒ ƎǑǉƵƓ5 ăĂƙƪǆ Ăơǈ ƘƓƺǒǊǆ!ƒ Ă ýƤƥ!ƒ

. ƎǒƽǒƲĂ!ƒ Ă ƎǒƮƤƬ!ƒ

Ă ýƤƥù!ƒ ƎǊǒƧù ư ƖƧùƑƒƥ Ŏù5 ƘƒƧƒƧǀ!ƒ ŎƺǈƓƮ ǅƥƤƙ ƘƓǒƮĂƙ Ă ǊƑƓƙǈ Ǐ!ƍ ýĂƮĂ!ƒ – ùǋ

ǇǑǉǆƓùƺ!ƒ ƇƒƥƉ ăĂƙƪǆ ƴ5Ƨ Ă ƖƧƑƒƥ!ƒ Ŏ5 ƎƺǊƙǆ!ƒ ƘƒƇƒƧƞǗƒ ƎǑǉƵƓ5 ƖƥƓǒƨ Ŏ5 ǅǋƓƪƙ ƘƓƺǒǊǆ!ƒ

. Ɠǌǒ5

ǊƨƐƥơǁƐ ǊǏƉǅǉƈ

. ŎǉǆƺƵ!ƒ Ă ǏƧƲǈ!ƒ ǇǑ!Ɠƞǆ!ƒ Ŏ5 ƘƓǆǋƓƪǆ Ǉǆ ǊǆƥǀƙƓǆ ýǖƤ Ǉǆ ƎƪƒƧƥ!ƒ ǉƦǋ ƎǑǆǋƉ ƨƧǊƙ

ƎǀƓù ƪ ƘƓùǒǊƥƉ Ă ƘƓùƪƒƧƥ ǇǇùǆ ƎƪƒƧƥ!ƒ ǋǒĂơƙ Ɠǆ ýǖƤ Ǉǆ ǁ!Ʀ Ă : ǊǏƥưǆǁƐ ǊǏƉǅǉǗƐ – Ɖ

. ƎƪƒƧƥ!ƒ ƳĂưĂǆǊ ƎǁƮ!ƒ ƘƒƦ ƘƒƧĂƮǈǆ!ƒ Ă ƘǕƓǀǆ!ƒ Ă Ɣƙǂ!ƒ Ǐ!ƍ Ǝ5Ɠ ư ǗƓǊ

ƎǈǒƵ Ă ƴǆƙƞǆ ǏǉƵ ƎƪƒƧƥ!ƒ ƭǒƱƙ ǅƑƓƙǈ ýǖƤ Ǉǆ ǁ!ƦĂ : (ǊǏƭǏƓưƎǁƐ) ǊǂƉǆƴǁƐ ǊǏƉǅǉǗƐ – Ɣ

Ǝùƪƒƥƥ!ƒ ǀƒƉ ƴùǒƨĂƙ ƥùƺǊ ƘƒƇƓƮơƍ Ă ƘƓǇƓǊ Ǉǆ ǁ!Ʀ ýǖƤ Ǉǆ ǋƺǆƞ ǅƙǒƪ Ɠǆ Ă Ǝƪƒƥƥ!ƒ

. Ư Ƨƻ!ƒ ƒƦǌ! Ƙǆǆ ƮŎƙ!ƒ ǇǈƓǋƙƪǗƓǊ ƎǁƛǆƙƙǆƓ!ƒ

ǊƨƐƥơǁƐ ǊǂƏƨƈ

ƧùƲǈ Ǝùǌǯ Ǉǆ ǇƥƧǕƒ Ŏ5 ƘƓƺǒǊǆ!ƒ Ă ýƤƥ!ƒ ƎǊǒƧ ư ƖƧƑƒƥ ƘƒƇƒƧƞƍ ƎǑǉƵƓ5 ăĂƙƪǆ Ɠǆ Ǉ 1

Ƥ ǇǑǉǆƓƺ!ƒ

: Ŏǌ ƎǒƵƧ5 ƎǈƑƪƉ ƎƛǗƛ ýƒƩƪ!ƒ ƒƦǋ ǇƵ ƴƧƙǒ Ă

Ƚùǌƞ Ǎ ǇǊ ýƤþ!ƒ ȽƕǒƧ ư ƒ Ƥķ Ŏķ!ƒ Ǎ lƧƒƒþ!ƒ Ŏ5 lŖƤķǆ!ƒ ƘƒƇƒƧƞŰƒ ȽǒȥƓ5 ăǍķƪǆ Ǆǆ - ƌ

Þ ǅǌǒ5 ǇǒǆƓȥ!ƒ ƧƱǉ

ǇùǆƘǅùȥǒǆ!ƒ ȽƕǒƧù ư ƒ Ƥķ Ŏķ!ƒ Ǎ lƧƒƒþ!ƒ Ŏ5 lŖƤķǆ!ƒ ƘƒƇƒƧƞŰƒ ȽǒȥƓ5 ăǍķƪǆ Ǆǆ ù Ɣ

Þ ǅǌǒ5 ǇǒǆƓȥ!ƒ ƧƱǉ Ƚǌƞ Ǎ

ǇùǆȽǒƧƬ!ƒ þƧƒǍǆ!ƒ ȽǒǆǉķȽǆȥķǆ!ƒ Ǎ lƧƒƒþ!ƒ Ŏ5 lŖƤķǆ!ƒ ƘƒƇƒƧƞŰƒ ȽǒȥƓ5 ăǍķƪǆ Ǆǆ - ùƞ

Þ ǅǌǒ5 ǇǒǆƓȥ!ƒ ƧƱǉ Ƚǌƞ Ǎ

Þ ǇǒǆƓȥ!ƒ ƧƱǉ Ƚǌƞ Ǎ ǇǊ ƘƓȥǒǆ!ƒ Ǎ ýƤþ!ƒ ȽƕǒƧ ư lƧƒþ Ŏ5 ǇǒǆƓȥ!ƒ ƇƒþƉ ăǍķƪǆ Ǆǆ Ĳ 2

ƇƒþƉ ăǍķƪùǆ Ĭ ùȥ Ǉþ ƧŰƒ Ŏù5 ƘƓȥǒǆ!ƒ Ǎ ýƤþ!ƒ ȽƕǒƧ ư ƘƒƇƒƧƞ ȽǒȥƓ5 ăǍķƪǆ Ƨƛƒ Ǆǆ -3

Þ ƘƓȥǒǆ!ƒ Ǎ ýƤþ!ƒ ȽƕǒƧ ư lƧƒþ Ŏ5 ǇǒǆƓȥ!ƒ

ƘƒƇƒƧƞ ȽǒȥƓ5 ăǍķƪǆ Ŏ5 0.05 $\geq \alpha$ ăǍķƪǆ þǉȥ ȽǒƑƓƬơ Ƚ!Ůþ ƘƒŖ ƨǍƧ5 þƞǍķ ýǋ -4

Þ Ƚǒ5ǒƱǍ!ƒ Ǎ ȽǒƬƤƬ!ƒ ƘƒƧǒʓķǆ! ăƨȥķ ƘƓȥǒǆ!ƒ Ǎ ýƤþ!ƒ ȽƕǒƧ ư

Ƚùǉǒȥ þƒƧù5ƉƘƓǋƓƞķƒ Ŏ5 0.05 $\geq \alpha$ ăǍķƪǆ þǉȥ ȽǒƑƓƬơ Ƚ!Ůþ ƘƒŖ ƨǍƧ5 þƞǍķ ýǋ -5

Þ Ƚǒ5ǒƱǍ!ƒ Ǎ ȽǒƬƤƬ!ƒ ƘƒƧǒʓķǆ! ăƨȥķ ǇǒǆƓȥ!ƒ ƇƒþƉ ăǍķƪǆ Ǎơǉ Ƚƪƒƨþ!ƒ

ƕƨƐþơǁƐ ƕĭƜǊǆƉǅ

ǁù!Ŗ Ǎ Ŏùǒǒơķ!ƒ Ŏ5ùƬǍ!ƒ ƇƓƬùơŰƒ ǋǌǉǆ ƚơƓƕ!ƒ ƉþƤķƪƒ Ƚƪƒƨþ!ƒ ǉŖǋ ƻƒþǋƉ ƨǒlơķ!

: Ǆǆǋ ƘƓǉƓƕ!ƒ ƴǆƞ! ǇǒƧþƬǆ Ĭ ȥ þƓǆķȥŰƓƕ

Ɣùķǂ!ƒ Ǎ ȽlƕƓƪ!ƒ ƘƓƪƒƨþ!ƒ Ǎ ƘŰƓlǆ!ƒ Ĭ ȥ þƓǆķȥŰƒ ýűƤ ǇǊ ƒŖǋ Ǎ Ü ȽǒǍǉƓƛ!ƒ ƧþƓƬǆ!ƒ - ƌ

Ƚùǒ!Ǎþ!ƒ ƘƓùǆǍȥǆ!ƒ ȽǂƕùƬ Ĭ!ǫ ȽƼƓưŰƓƕ Ƚƪƒƨþ!ƒ ƳǍưǍǆƕ ȽƿűȤ ǅǌ! Ŏķ!ƒǍ ƘƒƧǍƬǉǆ!ƒǍ

. (Ƙǉƨķǉƒ)

. ǅǌǒǒơķ Ǎ ƘƓǆǍǒȥǆ!ƒ ƴǆƞ! ƘǆǆƬ ǊǉƓƕķƪƒ Ĭ ȥ þƓǆķȥŰƓƕ ǁ!Ŗ Ǎ Ü ȽǒǍƉ ƧþƓƬǆ - Ɣ

ƕʋƨƐƥơǁƐ ƕưĩƳ Ǌ ƲƊŽƗƜƊŽ

: ƕʋƨƐƥơǁƐ ƲƊŽƗƜƊŽ

ǉƦùǊ Ƨùƛƒ Ă ƘǴƶőƕưž!ƒ Ă ýƤƥ!ƒ ƗƕőƧư ƘƒƇƒƧƞǫ ƗőǁƵǴ5 ăĂƙƪž ƳĂưĂž Ɨƪƒƨƥ!ƒ ǉƦǊ ýĂǴǉƙƙ

Ɨƥƥ Ă ƇƒƥǕƒ ǄƞơĂ ƗƵƧƪ!ƒ Ŏ5 ýƛžƙƙ ŎơƒĂǉ ƖƥƵ ǇǄž ƖƧƑƒƥ!ƒ Ŏ5 ǇŎǁǄžǴƶ!ƒ ƇƒƥƊ ǏǁƵ ƘƒƇƒƧƞǗƒ

ǇǄž ƘǴƶőƕưž!ƒ Ă ýƤƥ!ƒ ƗƕőƧư ƖƧƑƒƥ Ŏ5 ǇŎǁǄžǴƶ!Ǵƕ Ɨƪƒƨƥ!ƒ ƴǄžƙƞǄž ƥőƥơƙ Ǆƙ ƥƥ Ă . ƇƒƥǕƒ ƖƥĂƞ Ă

: ǄƞǉǉĂƗ ŎǊ ƔǴƕƪƊ Ɩƥƶ! ǁ!Ʀ Ă Ǐ!ĂǕƒ ƗƑ5!ƒ

. ǴőǁƵ5 ƘƒƇƒƧƞǗƒ ǉƦǊ ǇĂǀƕƱő ǇŎƦ!ƒ ǄƞǉǉĂƗ ƘǴǉǴƕƙƪǓƒ ƗƑƕƶƙ ǏǁƵ ƧƥƥǕƒ -1

. ƘǴǄžőǁƶƙ!ƒ Ă ƗǄžƲǉǕƒ Ă ǇŎǉƒĂǀ!ƒ ƥĂǉƕ ƦőƵǉƙ ŎƪǴƪƊ ýƗƬƕ ǄƞǉƕƱǴǉǄž!ƒ ǄǊ -2

. Ǐ!ĂǕƒ ƗƑ5!ƒ Ŏ5ƲĂǄž! ƗǄžƵƒƥ Ă ƖƥǉǴƪǄž Ǆƞǉ!ǴǄžƵƊ ƧƕƙƶƙƙǏ!ĂǕƒ ƗƑ5!ƒ ƧőƩ ǇǄž ǇŎ5ƲĂǄž!ƒ ǇǓ Ă -3

Ɣùƙ ǴƗǄž!ƒ Ă ƘǴőƧőƥùǄž!ƒ Ɨù5ǴƗ ǏǁƵ ǇŎƵƨĂǄž ƒƥƧ5 1027 Ǐ!ĂǕƒ ƗƑ5!ƒ Ŏ5ƲĂǄž ƥƥƵ ƩǁƕĂ

770 ƘǴùőǁǄžƶ!ƒ Ă ƗùőƦő5ǉƙ!ƒ ǇĂƋƬù!ƒ ƳǴƱƥ Ŏ5 ǇŎ5ƲĂǄž!ƒ ƥƥƵ ƩǁƕƗőơ . ƗƗǁǄžǄž!ƒ Ŏ5 ƗǁǄžǴƶ!ƒ

Ü Ǵ5ƲĂǄž 147 ǇŎ5ǁƗǄž!ƒ ƘǴǄžƥƤ Ă ƧőĂƱƙ!ƒ Ă ƱőƱƤƙ!ƒ ƳǴƱƥ Ŏ5 ǇŎ5ƲĂǄž!ƒ ƥƥƵ ƩǁƕǴǄžƗ Ü Ǵ5ƲĂǄž

. Ǵ5ƲĂǄž 110 ƗőƧƒƥǕƒ Ă Ɨő!ǴǄž!ƒ ǇĂƋƬ!ƒ ƳǴƱƥ Ŏ5 ǇŎ5ƲĂǄž!ƒ ƥƥƵ ƩǁƕĂ

ƘƒƇƒƧƞǗǴùƕǴùőǁƵ5 ǴƞǉƕǴơƬƊ ǄžĂǀőŎƙ!ƒ Ɨő5őƲĂ!ƒ ƘǴőǄžƪǄž!ƒ ǁǁƙ ǏǁƵ Ɨƪƒƨƥ!ƒ ǉƦǊ ƘƧƬƙƥƒ Ă

Ü ƗƕƶùƬ ƩőƑƧ Ü ǄžƪƥƩőƑƧ Ü ƗőƧőƥǄž ƧőƥǄž : ŎǊ ƘǴőǄžƪǄž!ƒ ǉƦǊ Ă Ü Ɨƪƒƨƥ!ƒ ǉƦǉƕ ƭǁƶƙƙ Ŏƙ!ƒ

. ĭƧƒƥǫ Ü (ƧƥǀǄž) ŎƕőƧư ƭƥƥǄž .

Ɨ ǚƛù!ƒ ýùǄžƶ!ƒ ƘǴùƵǴƱƥ Ă ƘǴőƧőƥǄž!ƒ ǏǁƵ ǇŎ5ƲĂǄž!ƒ ƇǛƋǊ ƴőƨĂƙ (1) ýĂƥƞ!ƒ ƠưĂő Ă

. ƖƧƑƒƥ!ƒ Ŏ5 ƗőƪőƑƧ!ƒ

: ƕʋƨƐƥơǁƐ ƕưĩƳ

ƴùǄžƙƞǄž ǇùǄž % 32 ƗƕƪùǉƕĂ Ǵ5ƲĂǄž 330 ǇǄž Ɨƪƒƨƥ!ƒ ƗǉőƵ ƘǉĂƗƙ (2) ýĂƥƞ ýƥő ǴǄžƗ

ǇùǄž Ǵù5ƲĂǄž 238 ƧǴőƙƤƒ Ǆƙ ƗőơÜ ƘǴƵǴƱƥ ƗƛǚƛǏǁƵ ƗƵƨĂǄž Ü ǴőƑƒĂƬƵ ǴǊƧǴőƙƤƒ Ǆƙ Ɨƪƒƨƥ!ƒ

53 ƧǴőƙƤƒ Ǆƙ ǴǄžƗ Ü ƳǴƱǀ!ƒ ƒƦǊ Ŏ5ƲĂǄž ǇǄž %30.9 ƗƕƪǉƕĂ ƘǴőǁǄžƶ!ƒ Ă ƗőƦő5ǉƙ!ƒ ǇĂƋƬ!ƒ ƳǴƱƥ

ǇŎ5ǁƗǄž!ƒ ƘǴǄžƥƤ Ă ƧőĂƱƙ!ƒ Ă ƱőƱƤƙ!ƒ ƳǴƱƥ ǇǄž Ǵ5ƲĂǄž

ƗùőǴǄž!ƒ ǇĂƋƬ!ƒ ƳǴƱƥ ǇǄž Ǵ5ƲĂǄž 39 ƦƤƒ Ǆƙ ƒƧőƤƒ Ă Ü ƳǴƱǀ!ƒ ƒƦǊ Ŏ5ƲĂǄž ǇǄž %36 ƗƕƪǉƕĂ

. ƳǴƱǀ!ƒ ƒƦǊ Ŏ5ƲĂǄž ǇǄž %35.43 ƗƕƪǉƕĂ ƗőƧƒƥǕƒ Ă

(1) [illegible]

: [illegible]

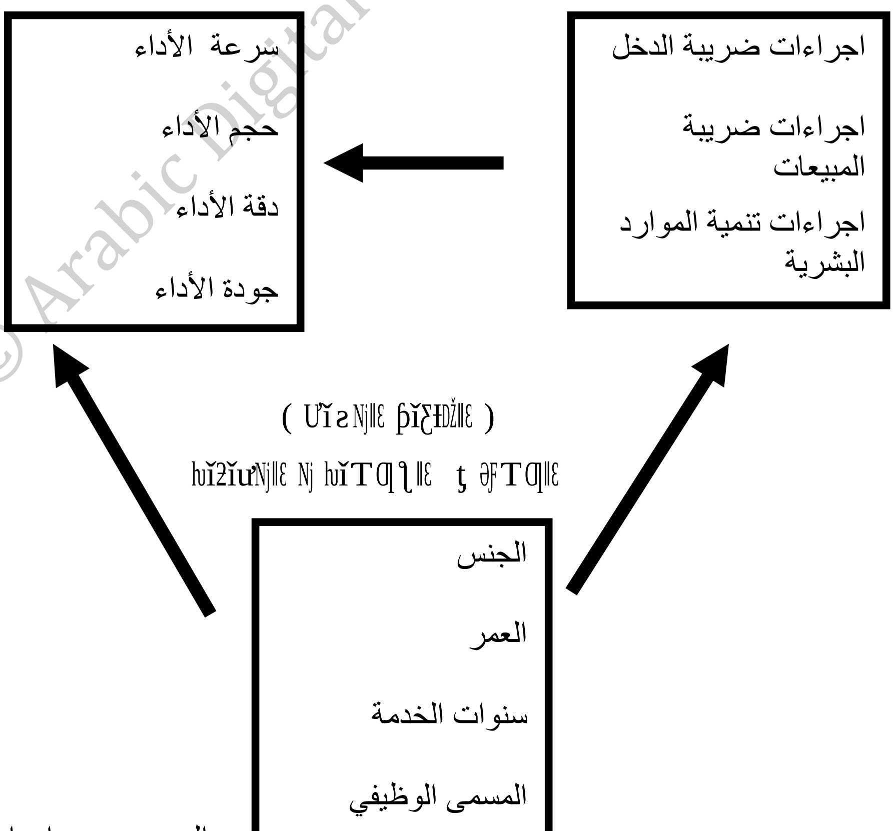
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
59	8	51	[illegible]	
54	9	45	[illegible]	
81	14	67	[illegible]	
45	7	38	[illegible]	
48	9	39	[illegible]	
41	8	33	[illegible]	
75	14	61	[illegible]	
53	12	41	[illegible]	
63	13	50	[illegible]	
66	13	53	[illegible]	
67	29	38	[illegible]	
49	9	40	[illegible]	[illegible]
69	27	42	[illegible]	
770	**172**	**598**	[illegible]	
17	6	11	[illegible]	[illegible]
17	5	12	[illegible]	
19	2	17	[illegible]	
20	7	13	[illegible]	
18	5	13	[illegible]	
11	4	7	[illegible]	
27	9	18	[illegible]	
18	5	13	[illegible]	
147	**43**	**104**	[illegible]	[illegible]
25	8	17	[illegible]	
24	9	15	[illegible]	
23	11	12	[illegible]	
23	7	16	[illegible]	
15	6	9	[illegible]	
110	**41**	**69**	[illegible]	
1027	256	771		[illegible]

[illegible] (2) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
%85.29	203	238	% 30.9	238	770	[illegible]	1
%79.24	42	53	% 36	53	147	[illegible]	2
%74.35	29	39	%35.45	39	110	[illegible]	3
%83	274	330	%32.13	330	1027	[illegible]	

[illegible]

[illegible] (1) [illegible] . [illegible]



المصدر : من إعداد الباحث

ƘƒƧùǒƷƙǆ ƗǁƑƪƉ Ʃ ƚƶƙ Ɨ ƮƓƤ ƗǉƓƙƪƒ ƧǒĂƱƙƕ Ɨ ơƓƕ!ƒ ǅƓƥ Ü ƗƪƒƧƥ!ƒ ǉƦǋ ƻƒƥǋƉ Ǐ!ǫ ýĂƮĂǁ!

ƴǒù ưƒĂǆ Ǒ5 ƘƛơƕǑƙ!ƒ ƗƖƓƪ!ƒ ƘƓƪƒƧƥ!ƒ ǇǆƥƥƵ Ǐ!ǫ ƳĂƞƧ!ƒ ýǖƤ ǇǆǁǁƦǇƓƗ Ă Ü ƗƪƒƧƥ!ƒ

: ǑǋƗǒƪǒƑƧǅƓƪƥƉƗƛǖƛ ǏǁƵƗǉƓƙƪǗƒ ƘĂƙơƒ Ɨ ǒơ Ü ƗƪƒƧƥ!ƒ ƳĂ ư Ăǆ ǇǆƗƕǒƧƥ

Ă Ɨù ƪƒƧƥ!ƒ ƗǉǒƵ ƥƒƧ5Ǖ ƗǒƮƤƬ!ƒ ƘƓǆƪ!ƓƕƗǁƶƙǆ!ƒ ƘƓǆĂǁƶǆ!ƒ ǅƪǁ!ƒ ƒǋǇǆư ƙ : üǋǙƐ !ƨƽǁƐ

. ǑƽǒƱĂ!ƒ Ǐǆƪǆ!ƒ Ă Ü ƗǆƥƤ!ƒ ƘƒĂǉƪ Ü Ƨǆƶ!ƒ Ü Ʃǉƞ!ƒ : Ǒǋ

Ă ýƤƥ!ƒ ƗƕǒƧư ƖƧƑƒƥ ƘƒƓƒƧƞƕ ƽǁƶƙƙ Ǒƙ!ƒ ƘƒƧǀƽ!ƒ Ǐǁƶ ǅƪǁ!ƒ ƒǋǇ ǎĂƙơƒ ƥƥ Ă : ǏǆƑƙǁƐ !ƨƽǁƐ

: Ǒ!Ɠƙ!ƒ Ǐ!ǫ ƓǌǆǒƪǁƙǅƙƘƒƓƒƧƞǗƒ ǉƦǋ Ă Ü ƘƓƶǒƕǆ!ƒ

. ƘƒƧǀ5 (9) Ɠǌ! Ă ýƤƥ!ƒ ƗƕǒƧư ƘƒƓƒƧƞǫ -Ɖ

. ƘƒƧǀ5 (8) Ɠǌ! Ă ƘƓƶǒƕǆ!ƒ ƗƕǒƧư ƘƒƓƒƧƞǫ - Ɣ

. ƘƒƧǀ5 (4) Ɠǌ! Ă ƗǒƧƬƕ!ƒ ƥƧƒĂǆ!ƒ ƗǒǆǉƙƘƒƓƒƧƞǫ - ùƞ

Ǐ ù!ǫ ǅƪ ù ǁǆ Ăùǋ Ă ǇǒǁǁǆƓƶ!ƒ ƓƒƥƑƕ ƽǁƶƙƙ Ǒƙ!ƒ ƘƒƧǀ5!ƒ Ǐǁƶ ǅƪǁ!ƒ ƒǋǇǆư ƙ Ă : ƘǁƑƙǁƐ !ƨƽǁƐ

: ƗǒƓƙ!ƒ ƓƒƨƞǗƒ

. (5) ƓǋƥƥƵ Ă ƓƒƥǕƒ ƗƵƧƪƕ ƽǁƶƙƙ ƘƒƧǀ5 - Ɖ

. (6) ƓǋƥƥƵ Ă ƓƒƥǕƒ ǅƞơƕ ƽǁƶƙƙ ƘƒƧǀ5 - Ɣ

. (5) ƓǋƥƥƵ Ă ƓƒƥǕƒ ƗƥƥƕƽǁƶƙƙƘƒƧǀ5 - ùƞ

. (5) ƓǋƥƥƵ Ă ƓƒƥǕƒ ǁƥĂƞƕ ƽǁƶƙƙ ƘƒƧǀ5 - ƥ

ƘƓƒƧùƞǗƒ ǇǒƪơǁǆƗƕƪƓǉǆ ƻƱĂǆ!ƒ ƓǋƒƧǒ Ǒƙ!ƒ ƘƓơƒƧƙƥǙƒ ǇƵ ƟĂƙƽǆ ýƒƋƪ Ǐ!ǫ Ɨ5Ɠư ǗƓƕ ƒǋǇ

. Ɠǌƕ ýĂǆƶǆ!ƒ

: ƗƱƓƜŰƐ ƖƑǏǸƗƨǄ ƳǏƳƟƗ

ƖƨƓƬƒ ƴƣǍƗ ǁ!Ʀ Ǎ Ü ƗƪƒƨƥƒƑ ƗƮǒƵ ƥƒƨƼƒ ƇƒƨƇ ƩƓǒƿ ƻƥǐƗ ǑƪƓǄƤ!ƒ ƘƨƓƗǒ! ƩƓǒǀǄ ǄƒƥƤƙƪƒ ǄƙX

: Ǒ!Ɠƙ!ƓƗ ƗǄƪǀǄ ǑǸ Ǎ Ü ƗƮǒƶ!ƒ ƥƒƨƼƒ ǏǄƨ Ʃ ƗƶƘ Ǒƙ!ƒ ƗƗƓƞŰƒ ǄƓǄƒ X

ƗƱùƪǍƙǄ ƗùƞƨƗ ƾùƼƒǍǄ Ü(2) ƗƣƽƤǄ ƗƞƨƗ ƾƼƒǍǄ Ü (1) ƒƥƞ ƗƣƽƤǄ ƗƞƨƗ ƾƼƒǍǄ

. (5) ƒƥƞ ƗǒƓƵ ƗƞƨƗ ƾƼƒǍǄ Ü (4) ƗǒƓƵ ƗƞƨƗ ƾƼƒǍǄÜ(3)

ǎǍƙƪùǄ! (3) ƴǍƥùƞ!ƒ Ǒù5 Ơùƣ ǍǄ!ƒ ƻǒǈƮù ƙ!ƒ ǏǁƵ ƥƓǄƙƵŰƒ Ǆƙ ƥƿ Ǎ : ƨƑǏƾǄǁƐ üǏƳƴƗ

: Ǒ!Ɠƙ!ƒ ǍƠǈ!ƒ ǏǁƵ ƗƑ5!ƒ ǎƥǄ ƔƓƪƠ Ǆƙ ƥƿ Ǎ Ü ƗƽǁƙƤǄ!ƒ ƘƓƗƓƞŰƒ ǊƑƓǈ! ƗǒƗƓƪƠ!ƒ ƘƓƱƪǍƙǄ!ƒ

(ƖƑǏǸƗƨǄǁƐ ƳƳƳ / ƨƑǏƾǄƗǁ ǍǄƳŰƐ ƳƟǁƐ ı ƨƑǏƾǄƗǁ ǍƗƳŰƐ ƳƟǁƐ) = ƗƟƻǁƐ ǸƳǄ

1.333 = 3 / 1 ı 5 =

(3) üǸƳƜ

Ɨƨ ƐƥƳǁƐ ƖŰƑƜǄ ǸƟǄ ǄǏƙǸƟƓǄǁƐ ƋƐƥƆ ǍƗƳ !ǁƟǁƐ ƨƑǏƾǄ

ƖƑƣƨǸƗǄǁƐ	ƗƜƥƳǁƐ
2.333 ǇǄ ƴƿƒ Ǐ!ǫ 1 ǇǄ	2.333 = 1.333 + 1 = ƗƣƽƤǄ!ƒ Ɨƞƨƥ!ƒ
3.666 ǇǄ ƴƿƒ Ǐ!ǫ 2.333 ǇǄ	3.66 =1.333+ 2.3 = ƗƱƪǍƙǄ!ƒ Ɨƞƨƥ!ƒ
5 Ǐ!ǫ 3.666 ǇǄ	5 = 1.333+ 3.666 = ƗǒƓƵ!ƒ Ɨƞƨƥ!ƒ

ƔƐƳŰƐ ƼƳƬ

ǇǄ ǇǒǄƗƠǄ!ƒ ǇǄ ƗƵǍǄƞǄ ǏǁƵ Ɠǈ ƣƨƵ Ǆƙ ƗƪƒƨƥƒƑ ƖƥǕ Ǐ ƨǸƓƱ!ƒ ƾƥƮ!ƒ ǇǄ ƥƗǄƙ!ƒ ƻƥǐƗ Ǎ

ǁ!ƦƗǍÜ ƖƦƙƓƪƊ 6 ǄǸƥƥƵ Ǎ ǄǒǍǀƙ!ƒ Ǎ ƩƓǒǀ!ƒ Ǎ ƗƗƪƓƠǄ!ƒ Ǎ ƴƓǄƵŰƒ ƖƨƒƥǫǍ ƗǄƓƶ!ƒ ƖƨƒƥŰƒ ƖƦƙƓƪƊ

ƖƨƗƤ!ƒ ƔƓƠƮƊ ǇǄ ƘƓƶǒƗǄ!ƒ Ǎ ƴƤƥ!ƒ ƗǒƨƣƖƨƑƥ Ǒ5 ǇǒƽƱǍǄ!ƒ ǇǄ ƗƵǍǄƞǄ ǏǁƵ Ɠǈ ƣƨƵ Ǆƙ

ƘƒƨùǒƺƙǄ ƩƓùǒǁ! Ɠùǈƙ ǄƑűǄ ǎƥǄ Ǎ ƗƪƒƨƥƒƑ ƖƥƊ ƾƥƮ ǇǄ ƥƗǄƙ!ƒ ƻƥǐƗ Ü 3 ǄǸƥƥƵ Ǎ ƗǁǒǍƱ!ƒ

Ǎ ǑƑƓùǈǈ!ƒ ƓǈǄƗƬƗ ƗǈƓƗƙƪŰƒ Ǐ!ǫ ƴǍƮǍ!ƒ ƴƗƿ ǄǈƙƓƠƣűǄ Ǎ ǄǈƙƓƠƒƨƙƿŰƓƗ ƦƤǕƒ Ǆƙ ƥƿǍ Ü ƗƪƒƨƥƒƑ

. ƗƪƒƨƥƒƑ ƗƮǒƵ ǏǁƵ ƓǈƵǒƨǍƙ

ƔƐƳǛƐ ǃƑǴƙ

ŁǑǈǑƨƞƙ ŁǉǑƵ ǏǚƵ ŁƪƒƧƥ!ƒ ŁǚƑƪǕ ǴƺǃƊ ƢǴǈǉĂƧǂ ƧǴǈƙƤƒ ǅƒƥƤƙƪƒ ǅƙ ŁƪƒƧƥ!ƒ ǃƥƊ ƘǴǈƛ ƧǴǈƙƤǛ Ă

Ă Ü ŁùƶǆƙƞǆƘǛǴùƞǆǃ! Ă ǃƥùơ ǏǚƵ ýǴƞǆ ý‡! ǴƺƱĂǆ 40 ǴǋƥƥƵ Ă ŁƪƒƧƥ!ƒ ŁǉǑƵ ƜƧǴƤ Ǉǆ

. ǁ!Ʀǈ ŁǁǚƶƙǆƷ!ƒ ǋƑǴƙǉ!ƒ ƠưĂǒ Ǒ!Ǵƙ!ƒ ýĂƥƞ!ƒ

(4) !ƺƥ üǋƳƜ

ƑƧǁƐ ƠƑǴǆǋƥǀ ƥƑǴŁƢƐ

(%) ƑƧǁƐ ƠƑǴǄǋƥǀ ǈǄǏƺ	ǃƑƴǏǴǄǁƐ ǋ üƢƳǁƐ ǈǴǏƥƬ ƔƥǝƐƳ ǃƐƀƐƥƜƐ
%88.1	ƘǴƶǑǈǆ!ƒ ŁǈǑƧư ƘƒǅƒƧƞǈ ŁǁǚƶƙǆƷ!ƒ ƘƒƧǀƺ!ƒ
%89.7	ýƤƥ!ƒ ŁǈǑƧư ƘƒǅƒƧƞǈ ŁǁǚƶƙǆƷ!ƒ ƘƒƧǀƺ!ƒ
%84.3	ŁǑƧƬǈ!ƒ ƥƧƒĂǆ!ƒ ŁǑǆǉƙ ƘƒǅƒƧƞǈ ŁǁǚƶƙǆƷ!ƒ ƘƒƧǀƺ!ƒ
	ý‡‡ ƘƒǅƒƧƞǛƒ
	ǄǏ‡ǄǏƑƴǁƐ ƀƐƳƐ
%66.1	ǅƒƥǛƒ ŁƵƧƪǈ ŁǁǚƶƙǆƷ!ƒ ƘƒƧǀƺ!ƒ
%77.1	ǅƒƥǛƒ ǄƞơǈŁǁǚƶƙǆƷ!ƒ ƘƒƧǀƺ!ƒ
%89.4	ǅƒƥǛƒ ŁƥƥǈŁǁǚƶƙǆƷ!ƒ ƘƒƧǀƺ!ƒ
%88.9	ǅƒƥǛƒ ǃƥĂƞǈŁǁǚƶƙǆƷ!ƒ ƘƒƧǀƺ!ƒ
%89.7	ü|| ǃǗƑƜǄǁƐ

Ǐ!ǫ (% 66.1) ǇǑǈ ƘơĂƒƧƙ ƥƥ Ǵƺ!ƒ ƢǴǈǆĂ‡ ýǆǴƶǆ ŁǆǑƥ ǇƒǴǉ! ǇǑǈƙǑ (4) ýĂƥƞ ýǛƤ ǇǆƷ

Łùǀƛ!ƒ ǏǚƵ ýƥƙ Ă ŁƪƒƧƥ!ƒ ŁǚƑƪƒ ǇǑǈ ýǴƵ ƽǴƪƙƒ ǏǚƵ ýƥƙ Ă ŁƶƺƙƧǆ ŁǆǑƥ ǑǋĂ Ü (% 89.7)

ǋƑǴùƙǉ ǇùǆƷ ƽĂƛĂǁ! ǏǉƥǛƒ ƥơ!ƒ (% 60) ǇǆƷ ǏǚƵƒ ǴǋƙǆǑƥ Ǉƒ ŁǑơ Ă Ü ŁƪƒƧƥ!ƒ ǋƑǴƙǉǈ Łǒ!Ǵƶ!ƒ

.ŁƶƺƙƧǆ ŁǆǑƥ ǑǋĂ (% 89.7) ƸǈƥǀƼ ý‡‡ ƘǛǴƞǆǃ! Ǵƺ!ƒ ƢǴǈǆĂ‡ ýǆǴƶǆ! ŁƪǉǴǈ Ă Ü ŁƪƒƧƥ!ƒ

ǈǄƳƢŁƨǄǁƐ ǈǏǝƑƬƟǛƐ ƒǏǁƑƨǛƐ

ƨùǒǆƧƙǈ Łùơǈ!ƒ ǄǴùƥ Ü ŁƪƒƧƥ!ƒ ŁǚƑƪƊ ǏǚƵ ŁǈǴƞǗƒ Ă ŁƺǚƙƤǆ!ƒ ŁƪƒƧƥ!ƒ ǋƑǴƙǉ Ǐ!ǫ ýĂƬĂǁ! Ă

ŁǆƥƤƙƪùǆ!ƒ ŁǑƑǴƬơǗƒ ƔǑ!ǴƪǕƒ ƘǉǴ‡ Ă Ü spss ǋǆǴǉƧǈ ŁƱƪƒĂǈ ǴǋǉǑǁơƙ Ă Ǵǋ!ǴƤƥǫ Ă ŁǉǴǈƙƪǛƒ

: ǑǋǋǆǴǉƧǈ!ƒ ƒƦǋ Ǒƺ

. ŁƪƒƧƥ!ƒ ǃƥƒ ƘǴǈƛ ǇǆƷ ƥ‡ƌƙǁ! Ǵƺ!ƒ ƢǴǈǆĂƧ‡ ǑǁƤƒƥ!ƒ ƽǴƪƙǛƒ ýǆǴƶǆ - Ɗ

. ŁǉǑƶ!ƒ ƒ ƑǴƬƤ ƻ ƬĂ! ƘƒƧƒ‡ƙ!ƒ Ă ŁǑĂƑǆ!ƒ ƔƪǉƒƧ - Ɣ

ǑǇǤùλ!ƒ Ǎ ýǍǙƒ ýƒƌƪù!ƒ ǏùƵ Ǝùǐǥƞǚ! ǎǒƧǥǒƶǆ!ƒ ƘǤ5ƒƧơǇǗƒ Ǎ ǎǒǐǤƪơ!ƒ ƘǤƱƪǍǩǆ!ƒ - ùƞ

Ǎùơǉ Ǝùƪƒƨþ!ƒ ǎùǉǒƵ þƒƧù5ƒ ƘǤǋǤƞǩƒ Ǒ5 ǎǒƑǤƮơƒ Ǝ!Ǚþ ƘƒƦ ƽǍƧ5 þǍƞǍ ǎþǆ ǏƵ ƻƧƶǩ!

. ǎǒƮƤƬ!ƒ ƘƒƧǒǯǩǆ! ǎƨƶǩ ƘǤƶǒǐǆ!ƒ Ǎ ýƤþ!ƒ ǎǐǒƧư ƘƒƇƒƧƞǫ ǎǒƵǤ5 ǎǍǩƪǆ

. (Independent t – test) ǎǀǩƪǆ!ƒ ƘǤǉǒƶ! " Ƙ " ƧǤǐǩƤƒ - þ

ƘƒƇƒƧùƞǫ ǎùǒƵǤ5 ǎǍǩƪùǆ Ƨλƒ ǇǤǒǐ! (Regression) ǑƱƤ!ƒ Ƨƒþơǉǜƒ ýǒơǩ ƧǤǐǩƤƒ - ùǋ

. ƇƒþǙƒ ǏƵ ƘǤƶǒǐǆ!ƒ Ǎ ýƤþ!ƒ ǎǐǒƧư

ƽǍƧù5 þǍƞǍ ǎþǆ ǏƵ ƻƧƶǩ! (one way ONOVA) ǐþǤơǕƒ ǇǑǤǐǩ!ƒ ýǒơǩ ƧǤǐǩƤƒ - Ǎ

ýƤþ!ƒ ǎǐǒƧư ƘƒƇƒƧƞǫ ǎǒƵǤ5 ǎǍǩƪǆ Ǎơǉ ǎƪƒƨþ!ƒ ǎǉǒƵ þƒƧ5ƒ ƘǤǋǤƞǩƒ Ǒ5 ǎǒƑǤƮơƒ Ǝ!Ǚþ ƘƒƦ

. ǎǒ!ǤƵ ƘǤǒǍǩƪǆ ƘƒƦ ǎǒƮƤƬ!ƒ ƘƒƧǒǯǩǆ!ƒ Ǐ!ǫ ǎƨƶǩ ƘǤƶǒǐǆ!ƒ Ǎ

ǐƨƐþǫǁƐ 5ǐǤƯǂ ǀƐþƐǜƐ

ýǒǌƪùǩ ƔǤùǩǂ ƔƱǐƦ ǂơǤǐ!ƒ ǅǤƿ ǎǇǤǐǩƪǗǤǐ ǎλǆǩǆ!ƒ Ǎ ǎƪƒƨþ!ƒ ǀƒþǅ ƽþƮ ǇǆǍ þǂǆ!ƒ ǅǩ ǇǅǄ þƶǐ

ƘǤƶǒǐǆ!ƒ Ǎ ýƤþ!ƒ ǎǐǒƧư ǀƧƑƒþ ǅǤƵ ƧǒþǆǍ Ǐ!ǫ ǋƞǍǆǍ ǎǆǤƶ!ƒ ǀƧƒþǙƒ ǅƪþ ǇǆǍ (5 ƽơǆǍ) ǋǆǍǌǆǍ

ƴùǒƨǍǩ ǂơǤǐ!ƒ ƳǤƱǩƪƒ Ǎ Ü ǎƪƒƨþ!ƒ ǎǉǒƵ ǏƵ ǎǇǤǐǩƪǗƒ ƴǒƨǍǩ ǇǤǉλǅ ǂơǤǐ!ƒ ǎǆǌǆǍ ýǒǌƪǩ ƻþǌǐ

ƘǤǉǤǐǩùƪǗƒ ýùǒơǩǐ ǂùơǤǐ!ƒ ǅǤùǋ ǁù!Ʀ þƶǐ Ǎ Ü ǇǒƵǍǐƪƒ ǀƧǩ5 ýǚƤ ǤǋþƒþƧǩƪƒ Ǎ ǎǇǤǐǩƪǙƒ

ǎƑùƪǙ ƘǤùǐǤƞǫ Ǐù!ǫ ýǍƮǍ! ǁ!Ʀ Ǎ spss ǋǆǤǉƧǐ ǎƱƪƒǍǐ ýǒơǩ! ǎơ!ǤƮ!ƒ Ǎ ǎƶƞƧǩƪǆ!ƒ

. ǎƪƒƨþ!ƒ

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

. 2013 [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

. ŧǀhĜʅ!ƒ ĸĜʅƒƧþ!ƒ Ă ĭ ƧƱǀĵ!ƒ ƧĜƱŰƒ : ĬďǂƑǁĕ üƬƻĕ

ŧùǁƛďǩďž!ƒ Ă ŧùʅƒƧþ!ƒ ĸƒƧŏʓďž ǇƵ ŧŏþơ!ƒ ǇďžưĸŏýĂŰƒ Ü ǇŏƑƨȠ Ĭ ǁƵ ýƬƽ!ƒ ƒƦǋ ĭĂĸơŏ Ă

Ĉƒþɒ Ă ŧŏƧƬǜ!ƒ þƧƒĂď!ƒ ŧŏďžǇĸ ĸƒĈƒƧȠƒ Ă ýƤþ!ƒ ŧǜŏƧư ĸƒĈƒƧȠƒ Ă ĸĜƶŏǜď!ƒ ŧǜŏƧư ĸƒĈƒƧȠǁǜ

. ǇŏǁďĜƶ!ƒ

ýƤþù!ƒ ŧǜŏƧù ư ýŏù ưƒĂďž ĸ!ĂĜǇĸ Ŏĸ!ƒ ŧǀhĜʅ!ƒ ĸĜʅƒƧþ!ƒ ďǇǋɒ Ĭ ǁƵ ĭĂĸơŏƽ ŎǇĜƛ!ƒ ĈƨȠ!ƒ Ĝďɒ

ýĂŰƒ ďʅù!!ƒ . ďĜʅùþɒ ŧùƛűƛ Ĭ!ǫ ĈƨȠ!ƒ ƒƦǋ ďʅǀĸ ďĸ þþĂ Ü ǇŏǁďĜƶ!ƒ Ĉƒþɒ Ă ĸĜƶŏǜď!ƒ ŧǜŏƧưĂ

ŎǇĜùƛ!ƒ ďʅù!!ƒ Ü ŧŏďùƬĜǌ!ƒ ŧùŏǇþƧŰƒ ŧǂǁďď!ƒ Ŏƽ ĸŏƧȠɒ Ŏĸ!ƒ ŧǀhĜʅ!ƒ ĸĜʅƒƧþ!ƒ Ĭ ǁƵ ĭĂĸơŏĂ

Ĭ ù ǁƵ ĭĂùĸơŏƽ ŧ ù!Ĝƛ!ƒ ďʅù!!ƒ Ĝùďɒ Ü ŧŏǜƧƶ!ƒ ýĂþ!ƒ Ŏƽ ĸŏƧȠɒ Ŏĸ!ƒ ĸĜʅƒƧþ!ƒ Ĭ ǁƵ ĭĂĸơŏĂ

. ŧŏǀǇȠŰƒ ĸĜʅƒƧþ!ƒ

. ŧʅƒƧþ!ƒ ĸĜǇĜǜ! ŎƑĜƬơŰƒ ýŏǁơĸ!ƒ : ĸǁƑǁĕ üƬƻĕ

ĸĜùǜĜȠǫ Ă ǊƑĜùĸǀ Ĭ!ǫ ýĂƬĂ!ƒ ƻþǌǜ ŧʅƒƧþ!ƒ ǀƒþŰ ŎƑĜƬơŰƒ ýŏǁơĸ!ƒ ýƬƽ!ƒ ƒƦǋ ǇďžưĸŏĂ

. ŧʅƒƧþ!ƒ ŧǁƑʅŰ

. ĸĜŏƬĂĸ!ƒ Ă ǊƑĜĸǀ!ƒ : ƱĜƹþǁĕ üƬƻĕ

ďžùǋɒ Ĭ ù ǁƵ ĭĂùĸơŏ Ă Ĝùďž ŧ Ü ǊƑĜĸǀ Ǉďž ŧʅƒƧþ!ƒ ǋŏ!ǫ ĸǁƬĂĸ Ĝď Ĭ ǁƵ ĭĂĸơŏ ýƬƽ!ƒ ƒƦǋ Ă

. ŧʅƒƧþ!ƒ ǋŏ!ǫ ĸǁƬĂĸ Ŏĸ!ƒ ǊƑĜĸǀ!ƒ Ĭ ǁƵ ƒĈĜǇǜ ŧ ơĜǜ!ƒ ĜǌďžþþŎĸ!ƒ ĸĜƶƬĂĸ!ƒ

Ĭ ǆƑƙǁƐ üƬ ƺǁƐ

ƕƿƨƓ ƨ ǁƐ ƖƑ ƨƐƥƣǁƐ ǋ ăƥƜǆǁƐ ƥƑƯǛƐ

[illegible]

[illegible]

[illegible]

[illegible]

ǀ ƑyĩĜĎžǁɛ Ǌ üƍǫǁɛ ƕĜĩƥ Ʈ : üǸǗɛ ƘϴĜĎžǁɛ

ƘƒƥƒƧŏǗĜùƕ Ƚù!Ăƥǁ! ȽdžĜƶ!ƒ ȽǉŏƨƤ!ƒ ǇŏƼǁȽdž!ƒ Ǐǁ Ƶ Ĝǌ ư Ƨƕ ȽdžĂȽơ!ƒ ǅĂǀƙ Ŏƙ!ƒ ȽƕŏƧ ư !ƒ ƥƼƧƙ

Ĝùǌƙ Ĝƕ ƞƒĂƕ ǅĜŏǀ!ƒ ǇdžȽdžĂȽơ!ƒ ǇȽdžƙ Ŏƙ!ƒ ȽdžĜƶ!ƒ ȽǉƨƒĂdž!ƒ ăƧƤƉ Ƚŏ!Ĝdž ƧƥĜƮdž ƔǉĜƞ Ǐ!ǫ ýȽTƙĂ

Ƚù!ĜƱƕ!ƒ Ǉùdž ƥơ!ƒ Ă ŎơƮ!ƒ Ɯǖƶ!ƒ Ă ǅŏǁƶƙ!ƒ ƒ Ƨ5 ƧŏƼĂƙ Ă ǇdžǕƒ ƯƧƕ ȽǁƛdžƙdžǁƒĂ ȽƼǁƙƤdž!ƒ

ƘĜùƕƞƒĂ!ƒ Ǉùdž Ƨùŏƛ Ƚ!ƒ ǁ ù!Ʀ Ƨŏƺ Ă ýȽȽ ƴdžƙƞdž!ƒ Ă ȽŏƙơƘ!ƒ ĜǌƙŏǉƕĂ Ƚ!Ăƥ!Ĝƕ ƯĂǌǉ!ƒ Ă ƧǀƼ!ƒĂ

. (1998 Ü ȽŏĜǉƵ) ǅĜǌdž!ƒĂ

ýĂƥù!ƒ Ưƶƕ ŎƼ5 Ü ăƧƤƉ Ǐ!ǫ Ƚ!Ăƥ ǇdžȽdžĜƶ!ƒ ȽǉƨƒĂdž!ƒ Ŏ5 ȽƕŏƧ ư !ƒ ȽdžǸĜƪdž ǅƞơ ǇŏĜƕƙŏ Ă

Ƹ!Ĝùƕdž ȽdžǸĜƪùdž ǅùƞơ ǇĂȽŏ ƨĜƺ!ƒ Ă ƱƼǉ!ƒ ȽƵĜǉƮȽ ȽŏƞƒƧƤƙƪǕƒ ƘĜƵĜǉƮ!ƒ Ǐǁ Ƶ ƥdžƙƶƙ Ŏƙ!ƒ

ƥdžƙƶƙ Ă (ƨĜƺ!ƒ Ă ƱƼǉ!ƒ) ƧƥĜƮdž!ƒ ǉƦǋ ýƛdž ǁǁdžƙ Ǘ Ŏƙ!ƒ ýĂƥ!ƒ ƴdž ȽǉƧĜǀdž!Ĝƕ ǖŏǁƿ ĜǌŏƼ ȽƕŏƧ ư !ƒ

. ăƧƤǕƒ ƘĜƵĜǉƮ!ƒ Ǐǁ Ƶ

Ư Ƨù5 Ƚùŏǁdžƶ ýȽTùƙ Ü Ƚùŏ!Ĝdž!ƒ ƧƥĜƮdž!ƒ ǀƥĂƥơdž ýĂƥ!ƒ Ǉdž ƧƕƙƶƙŎƙ!ƒ Ă Ü ǇƥƧǕƒ Ŏ5 Ă

Ƚdžƨǖ!ƒ ýƒĂdžǕĜƕ ȽǉŏƨƤ!ƒ ƥƼƧ Ǉŏƕ ǀĜƶƒƧdž!ƒ ǅǌdž!ƒ Ǉdž ǸǉƒȽŏơ ȽdžĜǸ Ă ȽƪĜƪơ ȽŏǁdžƵ ƔƑƒƧ ư !ƒ

ǀƧƱŏƪù!ƒ Ă ƔĂǁƱdž!ƒ ǐƥĜƮƙƤǕƒ Ădžǉ!ƒ ƻŏǀơƙ Ŏ5 Ƚŏǁdžƶ!ƒ ǉƦǋ Ƚŏdž ǸƉ ǇŏƕĂ ȽŏdžĂȽơ!ƒ ǅĜǌdž!ƒ ǅĜdžƙǗ

. (2012 Ü ýĜơƧ Ă ƩĜƵƥ!ƒ) ǁ!Ʀ Ƨŏƺ Ă ƘƒƧĜdžƛƙƪǕƒ ȽŏdžǉƙǁĂ ƔƦƞ Ă ǅƤ ư ƙ!ƒ Ǐǁ Ƶ

Ŏù5 ĜdžǌƙdžǸĜƪdž ăƥdž Ǉdž ǇƥƧǕƒ Ŏ5 ƘĜƶŏƕdž!ƒ ȽƕŏƧ ư Ă ýƤƥ!ƒ ȽƕŏƧ ư Ǉdž ýȽ ȽŏdžǸƉ Ơ ư ƙƙ Ă

%50 ǊƙƕƪǉĜdž ǇŏƙƕŏƧ ư !ƒ ǇŏƙĜǸ Ƙǁ ȽT ȽŏơÜ ȽdžĜƶ!ƒ ƘĜǀƼǉ!ƒ Ă Ƚ!Ăƥǁ! ȽdžĜƶ!ƒ ƘƒƥƒƧŏǗƒ Ǉdž ýȽ

ǊƙƕƪùǉĜ ĜùdžĜ ư ùŏƉ Ƙǁ ȽùT Ă 2012-2004 ǅƒĂƵǖ! ȽdžĜƶ!ƒ ƘĜǉƨƒĂdžǁ! ƘƒƥƒƧŏǗƒ Ŏ!ĜdžƞǫǇdž

(1) ǅùƥƧ ýĂƥùƞ!ƒ ƧùƯǉƒ) ǀƧƙƼ!ƒ Ʃ ƼǉƑ ȽdžĜƶ!ƒ ƘĜǉƨƒĂdž!ƒ Ŏ5 ƘĜǀƼǉ!ƒ Ŏ!Ĝdžƞǫ Ǉdž %42.77

. (2012 Ü ýĜơƧ Ă ƩĜƵƥ!ƒ) (ƻơǁdž!ƒ Ŏ5 (2) ǅƥƧ ýĂƥƞ!ƒĂ

[illegible]

[illegible]

[illegible]

1 - 1 : [illegible]

[illegible] . (2007 [illegible]) [illegible]

. (2009 [illegible])

[illegible]

. (2007 [illegible]

2- 1 : [illegible]

: (2006 [illegible]) [illegible]

1- [illegible] .

2 - [illegible] .

3 -

4 -

1 - 3 :

1 -

. (2007)

. (2004)

2

. (2012)

: (2007

•

•

• [illegible]

[illegible]

[illegible] .

3 [illegible]

[illegible]

[illegible] . (2009 [illegible])

[illegible] :

1. [illegible]

[illegible] . (2002 [illegible])

2. [illegible] ([illegible]) [illegible] . (1992 [illegible])

3. [illegible] (2010 [illegible]) [illegible]

[illegible]

4 [illegible]

[illegible]

[illegible] (2007 [illegible]) [illegible]

[illegible] : (2006 [illegible])

1 - [illegible]

2 - [illegible]

3 - [illegible]

ƔǴǜùƪƊ : ǑǸ Ǎ ǂǆǴƵ ǂǒơǴǉ ǇǇǆ ǴǸƧǂƦ ǇǂǆǑ ƔǴǜƪƊ ǀƥƵ Ǐ!ǫ ǑǶǒƧư!ƒ ƔƧǹǩ!ƒ ƳǴǜǩǫ ƴƞƧǑ Ǎ

ǴǹƪùƼǉ ǂǒǶǒƧưù!ƒ ǀƧƒƥǗǴǜǜ ƽùǐƶǨǨ ǎƧùƤƊǍ ǂǒùƪǴǒƪ ƔǴǜùƪƊ Ǎ ǂǒƶǒƧƬǨ ƔǴǜƪƊ Ǎ ǂǒƿǗƤƊ

. (2007ǗƧǍǆƶ!ƒ)

ǐƊ ǂǒǶǒƧưù!ƒ ǀƧƒƥǗǴǜǜ ǂùƱǜǨƧǆ!ƒ ƔǴǜùƪǛǴǜ ƽǐƶǨǆ!ƒ Ǎ ƧǒƤǛƒ ǴǉǒǉƶǑ ǂơǜ!ƒ ƒƦǸ Ǒƽ ǇơǉǍ

ýùƛǆ ǋƪùƼǉ ǑǶǒƧư!ƒ ƴǒƧƬǨ!Ǵǜ ǂƱǜǨƧǆ ǂǒƧƒƥǫ Ǎ ǂǒǉƽ ýǆƒǍƵ ǀƥƵ ƥƞǍǨ ǂǒơ Ǘ ǂǒǉƽ!ƒ ƔǴǜƪǛƒ

: (2000 Ǘ ƔǒƱƤ!ƒ)

Ǆǹùƫ ǍƤƬ ƻùǐǨƤǆǜ ǇǒƼǐǂǆ!ƒ ǏǐƵ ƯƧƼǨ Ǒǩ!ƒ ƔƑƒƧư!ƒ ǇƊ ǐƊ Ǘ ǑǶǒƧư!ƒ ǛƔƶ!ƒ ýǀƛ - 1

. ƒ ǴƤƬǛƒ ǛǗƋǹ! ǄǴƶ!ƒ ƥƒƧǒǗƒ ƴǆ ǂǉƧǴǀǆ!Ǵǜ ǴǒǜƪǉǇƧǒǜǂ ǇǍǂǨ

ƘǴùǒ!ƈ Ǎ ǑǶǒƧưù!ƒ ǄǴùǓǉ!ƒ ǇǴùǂ ǴǆǐǂǋǉƒǂǒơǗ ǉƥǒǀƶǨǍ ǋƪƼǉ ǑǶǒƧư!ƒ ǄǴǓǉ!ƒ ƻƶư - 2

Ǐù!ǫ ǁù!Ʀ ǎƥƊ ǴùǆǐǂƧǒǜǂ ƥǒǀƶǨ ǴǹǜƥƞǍǒ ǍƊ ýǐƤǇǆ ǑǉǴƶǨ ǂǒǶǒƧư!ƒ ƘƒƥƒƧǒǗƒ ýǒƫơǨ

. ǑǶǒƧư!ƒ ƔƧǹǩ!ƒ ǏǐƵ ƴǒƞƬǨ!ƒ

ǂǒǶǒƧưù!ƒ ǀƧƒƥǗƒ ƳǴǜǩǫ ǎƥǆǜ ǂƱǜǨƧǆ ǉƦǸǍ Ǘ ǑǶǒƧư!ƒ ƧǒƥǀǨ!ƒ Ǎ ýǒƫơǨ!ƒ ƽƧƱ ǁ!ƦǂǍ - 3

ǂùǒƊ ǇǗùǆ ǂǒ!ǴƤ Ǎ Ǘ ǂǆǒǐƪ ƩƪƊ ǏǐƵ ǂǒǉǜǆ ǇǍǂǨ ǂƛǒƥơ ǑǶǒƧư ýǒƫơǨ ýƑǴƪǍ Ǎ ƽƧƱ!

. ƔǍǒƵ

ƥùƿ ƒƦùǸ ýǂ Ǘ ƨǒƼơǨ!ƒ Ǎ ǂǒƵǍǨ!ƒ ƘƒǴƒƧƞǫ ƻƶư Ǎ ǴǹǨǆƑǗǆ Ǎ ǂǶǒƧư!ƒ ǂǒƵǍǉ Ǵưǒƌ Ǎ - 4

. ǑǶǒƧư!ƒ ƔƧǹǩ!ƒ ǂƒƥơǫ Ǒƽ ǀǍǀǜ ǄǸǴƪǒ

ǏǴǏƥƬǁǀ ƒƥǸǂǁǀ ƥƑǨǀ : **4 - 1**

ǇùǆǆƵ ýùǒǐǀǨ!ƒ Ǐ!ǫ ǐƥƋǒ ǋǉƒ Ǒƽ ýƛǆǨǨ ƥƿ Ǘ ǂǒǶǐƪ ƧǴƛƈ Ǐ!ǫ ǄǴƵ ýǂƬǜ ǑǶǒƧư!ƒ ƔƧǹǩ!ƒ ǐƥƋǒ

ƴƽƥùǒ ƥƿ Ǵưǒƌ Ǎ Ǘ ǂ!ǍƥǐǗ! ǂǆǴƶ!ƒ ƘƒƥƒƧǒǗƒ ǏǐƵ Ǵǜǐƪ ǁ!Ʀ ƩǂƶǉǑ Ǒ!ǴǨ!Ǵǜ Ǎ ǂǒǶǒƧư!ƒ ǂǐǒƬơ!ƒ

ǑǶǒƧưù!ƒ ƔƧǹǩ!ƒ ǴǹǑƽ ƧƛǂǑ ǍƊ ýǹƪǑ Ǒǩ!ƒ ǂƱƬǉǛƒ Ǒƽ ƧǴǆƛǨƪǗ! ǇǑƧǆƛǨƪǆ!ƒ ǑǶǒƧư!ƒ ƔƧǹǩ!ƒ

ǑùƱƷǩ! ǂǒǶǒƧưù!ƒ ƘƒƥƧƒǍù!ƒ ǀƥǴƨ! ƔƑƒƧư!ƒ ƴƽƧ ǏǐƵ ǂǆǍǂơ!ƒ ǄǒƥǀǨ ǇǛ ǴƶƼƒƥ ǇǍǂǒ ƥƿ Ǎ Ǘ

[illegible]

[illegible]

. (2010 [illegible]) [illegible]

[illegible]

: (2010 [illegible]) [illegible]

1 - [illegible]

. [illegible]

2 - [illegible]

. [illegible]

3 - [illegible]

[illegible]

. [illegible]

4 - [illegible]

. (1989 , Pyle)

1 - 5 : [illegible]

[illegible]

: (2011 . [illegible]) [illegible]

1 - [illegible] .

- 2 [illegible]

[illegible]

- 3 [illegible]

- 4 [illegible]

[illegible]

- 5 [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] (1994 [illegible] :

- 1 [illegible]

[illegible]

- 2 [illegible]

- 3 [illegible]

1 - 6 : [illegible]

[illegible]

[illegible]

[illegible] . (2007 [illegible])

[illegible] : (2009 [illegible]) [illegible]

1 - [illegible]

2 - [illegible] .

3 - [illegible]

4 - [illegible]

1 - 7 : [illegible]

[illegible] .(2008 [illegible])

[illegible]

[illegible]

. (1998 [illegible]) [illegible]

[illegible]

[illegible]

. [illegible]

[illegible]

[illegible]

[illegible] . [illegible]

[illegible] % 74,6 [illegible]

[illegible] 2012 -2004 [illegible]

[illegible]

[illegible] % 37.5 [illegible] . [illegible]

(1) [illegible] % 32.6 [illegible]

. (2012 [illegible]) ([illegible] (2) [illegible]

[illegible]

[illegible]

[illegible]

.[illegible]

1 - 8 : [illegible]

[illegible] 6 [illegible]

[illegible] 1994 [illegible]

[illegible]

lƧƒƒβùǃ! ǴǊβùǒƧĂƙ Ă ĭƧƙƬùďž!ƒ ǇǈďžǴǊǃǒƮơƙ ȽďžβƤ!ƒ ĎžβƖďž ĂĎ ƴƑǴ!ƒ ƒ ƤƬ!ƒ ĎžĂƖǒ Ă Ƚ ưĂƧƽďž!ƒ

. (1994 Ƚǉ˥! 6 ĎžƿƧ ƘǴƶǒďž!ƒ ȽǒƧ ư ǇǈĂǉǴƿ) lββơďž ƘƒƇƒƧƞ Ă βǒƵƒĂďž ǇǈďžƯ

ƘǴďžβùƤ ĎžĎ ƴǃùƪ ƘǉǴ‡Ď ƇƒĂƪ ƘǴƶǒďž!ƒ ǑǃƵ ƧƛƋƙ lƧƬǴďž Ƨǒƹ ȽǒƧ ư ǴǊǉǴ Ǵ ưǒĎ ƻƧƶƙ Ă

. (2006 Ü ƧƦǉďž) ǁǃǊƙƪďž!ƒ ǴǊǃďžơƙǒ ǴǊƧǴƶƪĎ Ǒ5 lβǴǒƨ ƽǒƖơƙ Ĭ!ƍ ĭβƋƙĂ

ȽùƛǒβơƧ ƽƧùƱ Ă ƘƒƇƒƧùƞ ƳǴƙƍ lƇǴ5‡ Ă Ƚ!ƒβƶ ǋǃǒƮơƙ ƔǃƱƙǒ ƔƑƒƧư!ƒ ǇǈďžƳĂǉ!ƒ ƒƦǊ Ă

ǴùǒǃơďžȽƶǉƮùďž!ƒ ƴƑǴưù!ƒ Ă ƘǴďžβùƤ!ƒ Ă ƴǃƪ!ƒ ĬǃƵ ƯƧƽƙ ȽǒƧư!ƒ ǉƦǊ ǇǈĎ Ƚ ǒơ Ü ȽǒǃďžƵĂ

ĎžǒβùƖƙ ĂĎ ƴùǒ!ƒ ȽƶpƒĂ! Ǵ5Ă lƧƒƒβ!ƒ ýƿ ǇǈďžȽǒƧư!ƒ ǉƦǊ βǒβơƙ ĎžƙǒĂÜ ǚƧǴƤ!ƒ ǇǈďžlβƧĂƙƪďž!ƒĂ

ĎžǒβùƖƙ ĂĎ ȽƶǃƪùƖ ĎžǒǃƪùƙĂĎ ȽǒǒƧư!ƒ lƧĂƙǴ5!ƒ ƽǒƧƱ ǇǈƵ Ǵǋǒ!ƍ ýĂƮĂ!ƒ Ǉ‡ďžǒ Ǒƙ!ƒ Ă Ü ȽďžβƤ!ƒ

. (2007 Ü Ǒƪǒ!ƒ) ȽďžβƤ!ƒ

lƑĭǴǂǁ ǉǴĭβƬ ƫ ƎƑƬǬ : **9 - 1**

ǑpǴùǉ ǇǈƵ ƘǴƶǒďž!ƒ ȽǒƧư ƨǒďžƙ Ǵǋ!ǘƤ ǇǈďžĎžǒ Ă Ǵǉ ƴƙďžƙ Ü lβƵ ƒ ƑǴƬƤ ƘǴƶǒďž!ƒ ȽǒƧư!

:(2008ÜƻǃƤ) Ǒ!Ǵ!Ǵ ƒ ƑǴƬƤ!ƒ ǉƦǊ ĎžǊĎ ƨǴƞǒƍ Ǉ‡ďžǒ Ă ÜȽ!Ăβǃ! ƘƒβƒƧǒǙƒ ƧβǴƬďž Ă ƔƑƒƧư!ƒ

Ă ǇǈƨƒĂùƙ!ƒ ǇǈùďžƳĂùǉ ƽǒƖơƙ Ǵǋ!ǘƤ ǇǈďžĎžǒ Ǒƙ!ƒ ȽǒƪǴƪǕƒ ƘƒĂβǕƒ ǇǈďžƘǴƶǒďž!ƒ ȽǒƧư - 1

ǇǈǒǉǇǈƨƒĂƙ!ƒ ǇǈďžăĂƙƪďž ƽǒƖơƙ ýǘƤ Ǉǈďžǋǒƍ ýĂƮĂ!ƒ Ďžǒ ĭƦ!ƒ Ă Ü ĭβǴƬƙpǙƒ ƧƒƧƙƪǙƒ

. ƘǴďžβƤ!ƒ Ă ƴǃƪǃ! Ǒǃ‡!ƒ ƔǃƱ!ƒ Ă ƯƧƶ!ƒ

ƴùďž ȽùǉƧǴƖďž!Ǵ Ƚƽǒƶù ư ǴǊǉďž ƔƧǊƙ!ƒ lƧβƿ ĂĎ Ƚǒ!ǴďžƙơƒǇǈĎ ȽǒƧư!ƒ ǉƦǊ ǴǒƒƨďžǇǈďž Ǵ ưǒĎ Ă - 2

. ýƤβ!ƒ ȽǒƧư

ĭƧƒβƍ ƨǴǊƞ Ǵ ưǒĎ ƔǃƱƙƙ Ǚ Ă Ü lβƖďž Ă ȽǃǒĂƱ ƘƒƇƒƧƞ ȽǒƧư!ƒ ǉƦǊ ƔǃƱƙƙ Ǚ ǁ!Ʀ‡ Ă - 3

. ǴǊǃǒƮơƙ ǇǈǴďžư! ƴƪƒĂ Ǒǉ5 Ă

Ǒù5 lƧùǒ‡!ƒ ǴǊƙďžǊǴƪďž ǑǊ Ă ƘǴƶǒďž!ƒ ȽǒƧư Ǵǉ ƴƙďžƙƙ Ǒƙ!ƒ ƧǴ‡Ǖƒ lƨǒďž!ƒ Ƨǒƹ ǋǃ‡ ƒƦǊ - 4

. ý‡‡ ȽǒǒƧư!ƒ ȽǃǒƮơ!ƒ

[illegible]

1 - 10 : [illegible]

[illegible]

[illegible] (2008 [illegible]) :

1 [illegible]

[illegible]

2 [illegible]

[illegible]

3- [illegible]

1 -11 : [illegible]

[illegible]

[illegible] (2010 [illegible]) :

1 - [illegible]

[illegible]

2 - [illegible]

[illegible]

3 - [illegible]

[illegible]

- 4

- 5

16 %

LJǴƤƅù!ƒ Ǐù͏Ƶ ƲƧùƾ Ǒùƙ!ƒ ǁ͏ƙ ýƛǆ ǉƦǋ LJǆ Ǐ͏ƵƊ ƔƪǉƜ ƲƧƾ ƘǴƶǒǆ ǂƜǒƧư ǁǴǉǋ Ă

. ƧǒƛǂƒǴǋƧǒƩ Ă ƘǴƿĂƧơǆ!ƒ Ă ǂǒơĂƧ!ƒ ƘǴƜĂƧƬǆ!ƒĂ

ƻƒƅùǋƊ ƽùǒlơƙ Ǒƽ ǴǉƽƪƊ Ǵǆǂ ǂƜǒƧư!ƒ ǉƦǋ ǄƅƤƙƪƙ Ü ýĂƅ!ƒ LJǆ ƅǒƅƶ!ƒ Ǒƽ Ǵǆǂ LJƅƧǕƒ ǑƽĂ

ǂùǆǴƶ!ƒ ǂùǒ!Ǵǆ!ƒ Ǒùƽ ǴǌƙǒƬĂƬùƤ ǂƜǒƧưù!ƒ ǉƦùǌ! LJƊ ǂǒơ Ü ǂǒ!Ǵǆ Ă ǂǒƵǴǆƙƞƒ Ă ǂǒƅǴƬƙƿƒ

ǴưùǒƊ Ǆƙùǒ Ǵùǌ!ǚƤ LJǆ Ă Ü ǄǴƶ!ƒ ǑǆĂǂơ!ƒ ýǆƶ!! ǄƨǚƜ!ƒ ýǴǆ!ƒ ƅǒƧĂƙ Ǆƙǒ Ǵǌ!ǚƤ LJǆƽÜǂǒǉƅƧǕƒ

ǑùǉƅƧǕƒ ƅǴƬùƙƿǓƒ ƲƧƶƙ ǴǆƅƶƜ ǂƬǴƤ Ü ǑǉƅƧǕƒ ƅǴƬƙƿǓƒ Ǒƽ lƅǒƅƵ ƔǉƒĂƞ Ǐ͏Ƶ lƧƱǒƪ!ƒ

ǂùǒǉǴƛ!ƒ ǂǒǆ!Ǵƶ!ƒ ǂǒ!Ǵǆ!ƒ ǂǆƨǕƒ Ă Ǐ!ĂǕƒ ǋǒ͏Ƥ!ƒ ƔƧơ LJƵ ǂƞƙǴǉ!ƒ ǁ͏ƙ ýƛǆ ƘǴǆƅƬĂ ƘǴǆƨƊ lƅƶ!

. (2003ÜƅǒƬƧƒ)

lƒýǏǴƉǁǭ ƕǴǏƅƬ üǏƬƟǂ lǫǫƟƉǆ :12 - 1

Ǵùǆǂ ƘǴùƶǒǆǆ!ƒ Ă ýƤƅ!ƒ ǂƜǒƧư lƧƒƒƅ LJǴƽ ǂƜǒƧư!ƒ ǉƦǋ ƻƒƅǋƊ Ă ƘǴǒǴƩ ƽǒlơƙ ýǒƜƪ Ǒƽ Ă

ǴǆƑƒƅ ýĂǴơƙ LJƊ Ă Ü LJĂǉǴ!!ƒ ǉƅǒƧǒ Ǵǆ Ʃǂƶƙ Ǒƙ!ƒ ýƛǆǕƒ ƽƧƱ!ƒ Ă ƘƒǴƒƧƞǕƒ ƴưĂƜ ǂǒǉƶǆ ǴǉƽƪƊ

lƧƒƒƅù!ƒ Ǒlƿƅǆ LJƊ ƅƞĂ ƅlƽ Ü lƧƒƒƅ!ƒ ǑƽƱĂǆ ǴǌǌƞƒĂǒ ƅƿ Ǒƙ!ƒ ýǂǴƬǆ!ƒ Ă ƘǴƜĂƶƬ!ƒ Ǐ͏Ƶ Ɣ͏ƺƙ!ƒ

ƘǴùƜlƶ!ƒ ǉƦùǋ LJùǆƽ Ü ƘǴùƶǒǆǆ!ƒ ǂƜǒƧùư ƒ ùƤǒ ǴǆǑƽ ƘǴƜlƶ!ƒ Ă ƘǴǒ!ǴǂƬǕƒ ƲƶƜ ǍǌǌǌƞƒĂƙ

: (2008 Ü ǏƧǆƶ!ƒ)

Ă ǂǒ!ĂùƬǕƒ ǂǒƜƪǴơǆ!ƒ ƧƙǴƽƅ!ƒ Ă ƘǕǌƪ!ǴƜ Ǎǌǉǋ LJǒưĂƽǆ!ƒ ĂƊ LJǒƽǂǆ!ƒ ƲƶƜ ƱǴƽơƒ ǍƅƵ - 1

. ǑƜƧ!ƒ ǍǒƱƶƙ ýǒƜƪ ǑƽǑƜǒƧư!ƒ ƔƧǌƙ!ƒ ǂƪƧǆǆƜ ǍǌƙƜƩƧ

ƘǴùƶǒǆǆ!ƒ ǂƜǒƧư LJĂǉǴƿ Ǒƽ lƅĂǞĂǆ!ƒ ƅĂǉƜ!ƒ ƲƶƜ ƧǒƪƽƙƘǕĂǴơǆ Ǵưǒƅ ƘǴƜĂƶƬ!ƒ LJǆ Ă - 2

lƅĂùǞĂǆ!ƒ ƅĂǉùùƜ!ƒ Ă ƅƒĂǆ!ƒ ƲƶƜ ƟĂưĂ ǍƅƵ ĂƊ ƽǒƜƬƙ ǂƜĂƶƬ Ă ǂ͏Ƭ!ƒ ƘƒƦ LJǒǉƒĂl!ƒ Ă

. LJǒǉƒĂl!ƒ ǉƦǋ Ǒƽ

[illegible] - 3

[illegible]

. [illegible]

13 - 1 : [illegible]

[illegible]

. (2002 [illegible]) [illegible]

[illegible]

. (2010 [illegible]) . [illegible]

[illegible]

. [illegible]

1 - 14 : [illegible]

[illegible] . (2011 [illegible]) [illegible]

[illegible] . (2010 [illegible]) [illegible]

[illegible] . (2011 [illegible]) [illegible]

1 - 15 : [illegible]

[illegible] : (2011 [illegible]) [illegible]

1 - [illegible] :

-D [illegible] . [illegible]

-Y [illegible] . [illegible]

2 -

. (2008)

. (2008)

16 - 1

. (1987)

17 - 1

: (2003)

Dĭưƙ Ă Ǵdžnj5fƥNjD ƭŏƖơƙ Ŏ5 ǇŏƙƖƕǴʅ!f ǇŏƙƵĂdžɳdž!f ƖƥƵǴʅdž Ĭ!ƾ Ĭƺʅƙ ljƦNjĂ : ƕƙƖƑƙƖƐ ƕYNjDžƜDžƖƐ

ŎƼŏƱĂù!f ýƖlj!f Ă ƔǴƱƖƙʅŬf Ă ƗƖdžǴƺ!f ăĂƖ!f ƱŏƱƤƙ Ă ýdžƺ!f ƻŏljƮƙ Ă ƻŏƮĂƙ ƻƑǴƱĂ

. Ɩ!Ʀ ƧŏƹĂ

Ɨùdžƨű!f ýƑǴùʅĂ!f Ă ƘfƇǴƧɳŰf ʃưĂ ǇƵ Ɨ!ĂƑʅdž!f ŎNj ǴljƼʅD Ǵdžƚ ƗŏƧTƕ!f ƥƧfĂdž!f ƖƧfƥƾ Ǉf

ƘǴùƕɳfĂ Ă DžǴùnjdž ƖƥƵ ǴnjƕƭơƖdž ƖƧfƥŰf ljƦnj5 Ü ƗdžƱljdž ĭD Ŏ5 ƗŏƧTƕ!f ƥƧfĂdž!f ƧŏĂƱƙ Ă Ɨŏdžljƙ!

: (2010 Ü ƥfĂɳ Ă ĭĂfƨƺ!f) ýƛdž

. DžǴƵ ýƚTƕ ƗŏƧTƕ!f ƥƧfĂdž!f ƱŏƱƤƙ Ă ƻƑǴƱĂ!f DžŏƱljƙ Ă ƔŏƙƧƙ Ă ƻŏljƮƙ Ă ýŏƖơƙ - D

. ǇŏƖdžǴƺ!f ƇfƥD DžŏĂƖƙ Ă DžŏŏƖƙ Ă Ü ǇŏƖdžǴƺ!f ƧǴŏƙƤf Ă ƔǴƱƖƙʅf - Ɣ

. ƨ5fĂơ!f Ă ƘǴƑ5Ǵƚdž!f Ă ƧĂɳŰf Ʃʅ D ʃưĂ - Ɯ

. ǇŏƖdžǴƺ!f ƧŏĂƱƙ Ă Ɣŏƨƥƙ - ƥ

. ƘǴŏ!Ăƌʅdž!f Ă ƘǴŏơű Ʈ!f Džŏʅ Ɩƙ Ă ʃưĂ - ùNj

Ă ǴnjƖơ ýɳf Ǉdž ƗdžƱljdž!f Ŏ5 ǇĂƖdžǴƺ!f ǴnjnjɳfĂŏ Ŏƙ!f ƘǴŏƥơƙ!f Ă ýƚǴTdž!f ýŏƖơƙ Ă Ɨʅ fƧƥ - Ă

. ǴNjƨĂǴɳƙ

ƕĭƥʅǴƖƐ ơƥƐNjDžƖƐ ƔƥƐơƌ Nj ƕĭDžƚ Ɩ ƐơơƟDž : **18 - 1**

ýƚTùƕ Ǵùnjƙ Ƈ Ǵ5ƚ Ǉùdž ƥùơƙ Ă ƧƛƌùƘ ƘfƧǴƕƙƵf Ă ýdžfĂƵ ƖƥǴƵ ƗŏƧTƕ!f ƥƧfĂdž!f ƖƧfƥƾ NjɳfĂƙ

: (2003 Ü Ŏ5ƧŏƮ!f) ƗŏƤfƥ!f ýdžfĂƺ!f Ǉdž5 Ü ƗŏɳƧǴƤ ĂD ƗŏƤfƥ ǇĂƚƙ ƥƥ ýdžfĂƺ!f ljƦNjĂÜDžǴƵ

. ýdžƺ!f ƇfƥǕ Ɨdžƨű!f Ă ƗƕĂƱdž!f ƘfƇǴ5ƚ!f Ă ƘfƧƕƤ!f Ƨ5fĂƙ ăƥdž - D

. ýdžƺ!f Ă f ƮƤƙ!f ýǴɳdž Ŏ5 Ɨŏdžƺ!f Ă Ɨŏdžƺ!f ƖƧƕƤ!f Ĭ!ƾ Ɨ5Ǵư Ű Ǵƕ - Ɣ

. Ǵnjʅ5lj ƗdžƱljdž!f Ŏ5 ăƧƤǕf DžǴʅƥǕf Ă ƘfƧfƥŰf ʃdž ƭŏʅljƙ!f Ă ǇĂǴƺƙ!f ăƥdž Ɩ!Ʀƚ Ă - Ɯ

: ƗŏɳƧǴƤ!f Ƙfƥƥơdž!f Ă ýdžfĂƺ!f Ǉdž Ă

1 - 19 :

(2011)

(Dessler ,2013) .

(2010) .

(2011) :

1 - [illegible]

2 - [illegible]

3 - [illegible]

[illegible]

[illegible] (2011 [illegible]) :

1 - [illegible]

2 - [illegible]

3 - [illegible]

4 - [illegible]

[illegible]

ĂĐ ýùǇdžǩ ƘfƇfƧùƞǫ ǇJdž ǸǊ ýƮǩŏ Ǵdž Ă ƗŏǇƥdž!f ƗdžƥƤ!f ǄǴƱǇ! Ƨŏǌǂ ƦĂ5Ǉ ƥƞĂŏ ǴǇ5ƪĐ Ǵdžǂ ǸǇf ǁ!Ʀ

ƖƧƒfƥùǌ f ǴùƤ ƫ dǴùǋ ƥùƞĂŏ ƚŏơ ýdžǴǂ ý!ƮǕ Σŏ! ǇJ! Ă ƘǴƪǴŏƪ fƦǂǋ ýǙdž ƳǴǊǫ ǇJdž ƥơǩ

ŎƞŏǩfƧǩùƪŮf ƧĂƱǇdž!f ǇJdž ư ýdžƶ!f ýƞf ǇJdž Ǹ!ŭƺǩƪf ƖƧƒfƥ!f ýŏƱǩƪǩ ƘǴƶŏǌdž!f Ă ýƤƥ!f ƗǌŏƧư

. ƥdžǕf ƥŏƶǌ Ă

ǌĭƥƪǴǁƐ ǭƥƐǋǄǁƐ ƔƥƐǭƌ üƪƺ ƥƑǩƆ : **20 - 1**

Ŏ5 ƗdžƱǇdž!f ĂĐ ƗƪƪƋdž!f Ŏ5 ƗŏƧƮǌ!f ƥƧfĂdž!f ƖƧfƥǫ ƘǐƮ5 Ǵdž fƦǫ ǸǇf Ĭ!ǫ Ǵưŏǅ ƖƧǴƮŬf Ƨƥƞǩ Ă

Ă Ŏ5ŏƱĂù!f ƧfƧǁǩùƪŮf ǇJùdž ƳĂùǇ ƾŏǁơǩ ýŭƤ ǇJdž ƋƼǂ Ă ýǴƶ5 ý!Ʈǌ ĭƧƮǌ!f ƧƮǇƶ!f ƖƧfƥǫ

ƔƶƮùŏ Ŏùǩ!f Ă ƗdžƱǇdž!f ýdžƶ! ƗdžƑŭdž!f Ă ƖƧƥǴǇ!f Ɨ!Ǵdžƶ!f Ŏ5 ƗƮǴƤ Ü ǄǴƶ!f ýdžƶ!f Ŏ5 ǇJƨfĂǩ!f

ƗùùƵĂdžƞdž ǸŏǁƵ ƔǩƧǩùŏ ǁ!Ʀ ǇJǴ5 Ü ƔƪǴǇdž!f ƘpĂ!f Ă ƖǴƼǂ!f Σ5ǇǌĂ ƗƵƧƪǌ ǴǋǇǴǂdž ýŭơŬf

: (2008 Ü ǄŏǋfƧǌǫ) ǴǋùùǇdž Ɨŏǌǁƪ!f ƧǴǙŬf ǇJdž

. ǴǋƼfƥǋĐ ƾŏǁơǩ ĬǁƵ ƖƧƮǴǌdž ƧǙƋŏ ƥǴơ ýǂƮǌ ƗdžƱǇdž!f Ŏ5 ƗŏƞǴǇŬf ƲǴ5ƤǇf ĂĐ ƻpĂǩ - 1

. ƧŏƮǁ!f ýƞǕf Ŏ5 Ă ƔĂǁƱdž!f ƘpĂ!f Ŏ5 ƖƨŏdžǩdžĂ ƖƧǋǴdž Ɨ!ǴdžƵ ýŭơǫ ƗǌĂƶƮ - 2

Ŏ5 ǴǋǁŏƺƮǩ ĂĐ Ǵǋ!ŭơǫ ýǴơ Ŏ5 ƖƥŏƥƞÍf Ɨ!Ǵdžƶ!f ƔŏƧƥǩ Ă ƥfƥƵǫ ƻŏ!Ǵǂǩ ýdžŏơǩ Ĭ!ǫ Ɨ5ǴưŰǴǌ - 3

. ƗdžƱǇdž!f

, 2011)

.(Obisi

. (2012

[illegible] : **1 - 2**

[illegible]

[illegible] . (2002 [illegible]) [illegible]

[illegible] . (2001 [illegible]) [illegible]

[illegible] . (2012 [illegible]) [illegible]

[illegible]

[illegible] : **2 - 2**

[illegible] ([illegible]) [illegible]

ƧTǤƕdž ýǂTƕ ƧλƋŏʅ Ǥdždž ýǂǂ ǂdžƱǉdž!ƒ ýdžƵ Ŏ5 ƧĂƮp Ă ýǈP Ĭ!ƺ Ǥdžƙơ ĭƥƋŏʅ ǇŏǈdžǤƶ!ƒ ǅƒƥƉ Ŏ5

. (2008 Ü ĭƥǤdžơ Ă ƩǤƕƵ) ǤnjƼƒƥǊƉ ƪŏlơƙ ĬǈƵ ǤnjƙƧƥp ĬǈƵ

lƧƥǤùp Ă ǂùŏ!ǤƵ ǅƒƥƉ ƘǤŏĂƙʅdž ĬǈƵ ǂƱƼǤơdž!ƒ ĬǈƵ ǂdžƱǉdž!ƒ ýdžƶƙ ǇƉ ǂŏdžǊƉ ĬǈƵ Ǥǉ!ƥŏ ƒƦǊ Ă

Ǉùdž Ɣǈƻƙŏ Ǥưŏƌ ƒƦǊ Ă Ü lǤƼǂ Ă ǂŏǈƵǤƼƕ ýǤdžƵǕƒ ƨǤƞǉƒ ýǘP Ǉdž ǂdžƱǉdž!ƒ ƻƒƥǊƉ ƪŏlơƙ ĬǈƵ

Ǉŏʅùơƙ Ă ƧŏĂùƻƙ Ǉǂdžŏ Ǥnj!ǘP Ǉdž Ŏƙ!ƒ ƪƧƻ!ƒ Ă ýƑǤʅĂ!ƒ ǄǊƉ ǇƵ ǂơƕƙ ǇƉ ǂŏdžŏƱǉƙ!ƒ lƧƒƥǗƒ

ƘǤùpĂƶdž!ƒ ǇƵ ǂơƕƙ ǇƉ ǂdžƱǉdž!ƒ Ǉdž Ɣǈƻƙƙ ǅƒƥǕƒ ǂŏdžǊƉ Ă ǂŏʅǤʅơ ǇǤƼ ǁ!ƦǂĂ Ü ǇŏǈdžǤƶ!ƒ ǅƒƥƉ

ǤùǋƨĂǤƞƙ ýĂǤùơƙ ǇƉ Ă ǇŏǈdžǤùƶ!ƒ ýƕp Ǉdž lƥĂƞ!ƒ Ŏ!ǤƵ ǅƒƥƉ ƪŏlơƙ ǇĂƥ ýĂơƙ Ŏƙ!ƒ ƨƞƒĂơ!ƒĂ

.ǤnjǈơĂ

: **2 - 3** : ƅƐƍǗƐ lƐƍƍƟǅ

Ü Ǥƕǈʅ ĂƉ ǤƕǤƞŏƺ ǋŏǈƵ ƧλƋƙ ƥp Ŏƙ!ƒ ýdžƒĂƶ!ƒ Ǉdž ƥƥƶƕ ǂƼǈƙƤdž!ƒ ƘǤdžƱǉdž!ƒ Ŏ5 ǇŏǈdžǤƶ!ƒ ǅƒƥƉ ƧλƋƙŏ

ǇĂùǂŏ ƥùǀ5 Ü ǅƒƥǕƒ ĬùǈƵ ǤǋƧŏλƋƙ ǂƞƧƥ Ŏ5 ǇŏǤƕƙƙ Ă ƔǉƒĂƞ!ƒ ǂƼǈƙƤdž Ă lƥŏƥƵ ýdžƒĂƶ!ƒ ǉƦǊ Ă

Ƨùŏƺ Ă Ŏǉdžùư ƧŏλƋƙ ƒƦ ƧPǗƒ ǤnjưƶƕƆ ǇĂǂŏ ƥp Ă ǅƒƥǕƒ ĬǈƵ ĭĂp Ă ƧTǤƕdž ƧŏλƋƙ ƒƦ Ǥnjưƶƕ

. (2007 Ü ƫǂƶ!ƒ) ǇŏǈdžǤƶ!ƒ ǅƒƥƉ ĬǈƵ ĭĂp Ƨλƒ ǋƙǤŏƻ Ŏ5 ýdžơŏ Ǉǂ! Ă ƧTǤƕdž

: (1999 Ü ƘǤƕŏǉƦ!ƒ) ǇŏǈdžǤƶ!ƒ ǅƒƥƉ ĬǈƵ ƧλƋƙ Ŏƙ!ƒ ýdžƒĂƶ!ƒ Ǉdž5

. ƕǅǅưǅǈƐ Ĭƺ ƍƏƑƨǈƐ ĬǅĭưǅǂǈƐ ƠƑǅǅǈƐ **1 -**

Ă ýùdžƶ!ƒ Ƨŏùʅ ƘƒƧǤʅùdž Ă ƘǤùŏ!ƈ Ă ǂdžƱǉdž!ƒ Ŏ5 ǋƕ ýĂdžƶdž!ƒ Ă ƥƑǤʅ!ƒ ǅǤƶ!ƒ Ŏdžŏǀǉƙ!ƒ Ʊǈǉdž!Ǥ5

ǉƥǤùƶƕǤƕ ǇŏǈdžǤùƶ!ƒ ǅƒƥƒ ĬùǈƵ ǤǋƧŏλƋƙ Ǥnj! ǂdžƱǉdž!ƒ ƘƒƥơĂ Ǉdž lƥơ Ă ýǂ! ǂƵĂưĂdž!ƒ ƻƒƥǊǗƒ

. ǂƼǈƙƤdž!ƒ

. ƑǊǅĭƺ ƔƍƑĭƪǈƐ Ǌ ƔƅƐƍǗƐ ƼƥƯ **2 -**

ƦǤùPƙƒ ƪƧùƻ Ă ǂùdžƱǉdž!ƒ Ŏù5 ǂùƶƕƙƙdž!ƒ ýdžƶ!ƒ Ƨŏʅ ƘƒƧǤʅdž Ă Ǥnjƕ ýĂdžƶdž!ƒ lƧƒƥǗƒ ƻǤdžǉƼ

ŎùdžŏƱǉƙ!ƒ ƠǀǤùǉdž!ƒ ǇǤǂ ƒƦƼ Ü ǇŏǈdžǤƶ!ƒ ǅƒƥƉ ĬǈƵ ƠưƒĂ!ƒ ǤǋƧŏλƋƙ Ǥnj! ƻƻP!ƒ ƴưĂ Ă ƘƒƧƒƧ!ƒ

. 3

. (2006)

. 4

. (2008)

[illegible] 5 1

[illegible]

[illegible] (2006 [illegible]) .

[illegible] (Waheed Ü 2011) :

1 - [illegible] .

2 - [illegible] .

3 - [illegible]

[illegible] .

[illegible] (1980 [illegible]) .

[illegible]

Ǵùdž ƨŏǂƧƙ!ƒ ǈƒƥǀ5 ĂŊ ǄƒƥƶǊƒ Ĭ!ǫ Ǵưŏŋ ĭƥƋŏ Ă Ü Ŏƞǌǈdž ƧŏƩĂ ŎǁdžƵ Ƨŏƪ ýǂƬƕ ýdžƶ!ƒ Ă Ƨŏǂƽƙ!ƒ

.(2011 Ü Ǆƒƨƶ!ƒĂ ƗǁơǴơƧ!ƒ) Ǳƒƥǜƒ ĬǁƵ ŎƕǁƮ ýǂƬƕ ƧƛƋŏ

ÜƘǴƵǴdžƞ!Ǵƕ ƒ ǴƤ!ƒ Ǳƒƥǜƒ ƒǤǌ! Ƙƒƥƥơdž ǀƥƵ ƥƞĂŏ ǊǈǴ5 ƗƵǴdžƞ!ƒ Ɨŏơǈǈ ǈdž Ǳƒƥǜƒ ƒ Ƥŏ Ǵdžŏ5 Ă

: (2011 Ü Ǆƒƨƶ!ƒĂ ƗǁơǴơƧ!ƒ) Ƙƒƥƥơdž!ƒ ǉǤǌ ǈdž

Ɯƶƕ!ƒ Ǵǌưƶƕ ĬǁƵ ýdžƶ!ƒ ƘǴƵǴdžƞ ƥǴdžƙƵƒ ƗƞƧƥ - Ŋ

. ýdžƶ!ƒ Ǳƒƥǜ ƾŏƮǈƙ!ƒ Ă ǈĂǴƶƙ!ƒ ƗƞƧƥ - Ɣ

ƘǴùdžĂǁƶdž!ƒ ĬùǁƵ ýĂƮùơǁ! Ǆƨǚ!ƒ ƘƿĂ!ƒ Ă ƻƒƥǋǜƒ Ŏ5 ƘǴƵǴdžƞ!ƒ ǈŏƕ ƻǚƙƤǜƒ ăƥdž - ǟ

.ýdžƶ!Ǵƕ ƗǀǁƶƙǄ!ƒ

2 - 4 : ƗƽǍŏ! ǋǆƽƥƔ ƥƸǋƾƀ

ÜǱƒƥǜƒ ǀƧƒƥǫ Ă Ǆŏŏǀƙ Ɣŏ!ǴƮŊ Ǳƒƥǜƒ ăĂƙƮdž ƥŏƥơƙ Ŏ5 ǴdžǴǋ ƒƧĂƥ Ɣƶǁƙ Ŏƙ!ƒ ýdžƒĂƶ!ƒ ǄǋŊ ǈdž ǈǫ

ƻƒƥùǋǚ! ǄǋĂùƮĂ ăƥdž Ă Ǆǋŏ!ǫ ǀƥǈƮdž!ƒ ýǴdžƵǚ! ǈŏǁdžǴƶ!ƒ ǄǴŏƿ ăƥdž ƩǴŏƿ Ǳƒƥǜƒ Ǆŏŏǀƙƕ ƥƮǀŏĂ

ǈùƕ) ƧĂùƞǜƒ ǀǴùŏƨĂ Ɨùŏƿƙ!ƒ ƒ Ƨù5 ǈùdž ǀǴƽùƮǛƒ Ă Ǆǋdžƥǀƙ ăĂƙƮdž Ă ǄǋǈdžĂ ƗƕĂǁƓdž!ƒ

. (2012ÜŎƬŏƵ

ƾŏǀơƙ Ŏ5 ƗdžƯǈdž!ƒ ƻƶư ĂŊ ƟǴƞǈ ăƥdž ƩǴǁ! ǀƧdžƙƮdž ƗŏǁdžƵ ǈƵ ǀƧǴƕƵ Ǌǈƒ Ǵưŏŋ Ǌƕ ƥƮǀŏĂ

. (Crandall , 2010) ǊƮơ5 Ă ǈŏǁdžǴƶ!ƒ Ǳƒƥŋ Ĭ!ǫ ƧƯǈ!Ǵƕ Ǵǌ5ƒƥǋŊ

ƗƵĂưĂdž!ƒ ƧŏŏƶdžƮ!ƒ ƴdž ƗǈƧǀdž!Ǵƕ Ŏ!Ǵơ!ƒ ĂŊ ŎưǴdž!ƒ ǈŏǁdžǴƶ!ƒ Ǳƒƥŋ ƒ ơ5 Ǌǈƒ ĬǁƵ ƻƧƶŏ Ă Ǵdžǂ

. (Dessler , 2013)

ƧŏĂùƠƙ Ă ƩǴùŏƮ Ă ƥŏƥơƙƕ ƾǁƶƙ ǀƧdžƙƮdž ƗŏǁdžƵ ǴǌǀŊ ĬǁƵ Ǳƒƥǜƒ ǀƧƒƥǫ ƻŏƧƶƙ ǈǂdžŏ ǈŏơ Ŏ5

. (2011 Ü ƧdžǴƵ) ǴǌƽƒƥǋŊ ǄƥƤŏ Ǵdžƕ ƗdžƯǈdž!ƒ Ŏ5 ƗǁdžǴƶ!ƒ ƾƧƽ!ƒ Ă ƥƒƧƽǜƒ Ǳƒƥŋ

ǊùŏƞĂƙ!ƒ Ă ƠŏƠƤƙ!ƒ ƘǴƮƧǴdždž Ă ƘǴǁǁdžǴƶdž ǈƵ ǀƧǴƕƵ ǴǌǈǈǴƕ Ǵưŏŋ Ǳƒƥǜƒ ǀƧƒƥǫ ƻŏƧƶƙ ǈǂdžŏ Ă

. (2001 Ü Ɨǁơƥ!ƒ) ǈŏǁdžǴƶ!ƒ Ǳƒƥǜ Ǆŏŏǀƙ!ƒ Ă

[illegible]

. (Dessler , 2013) [illegible]

: (Obisi , 2011) [illegible]

1 - [illegible]

2 [illegible]

3 - [illegible]

4 - [illegible]

5 - [illegible]

6 - [illegible] (James and others , 2006) .

[illegible]

. (Cummings and Schwab , 1973)

[illegible] (2012 [illegible]) :

[illegible]

[illegible] (2010 [illegible]) :

1 - [illegible]

2 - [illegible]

DžþƤǩǐùŏ Ǵùǆž ǀþǴƵ Džŏŏǀǩ!ƒ ƒǨNj Ă . Džnjǐ꜍ǈǅ ǇJŏǁǆžǴƺ!ƒ ýǉp ǇJǆž Ǵư Ƨ!ƒ Ă ýĂǀl!ƒ Ĭ!ǫ Ɫ5Ǵ ư ŰǴǈ - 3

.ƗŏĂǆžǉǩ ăƧƤǅ Ă ƗŏƧƒþǅ Ƨ ƒþNjǅ Ă Ɨŏηŏǩƒ Ƨǩǐǫ Ƨ ƒþNjǅ ŎNj ǀþƵ ƗǆžǴƵ Ƨ ƒþNjǅ ƽŏǀơǩ!

DžǏǂDžƑyǁƐ ƒ ĭþơƗ Nj þǏNjƯƗ : **5 - 2**

ƗùŏǆžŏƱǉǩ!ƒ ƘƒƧƒþŰƒ DžĂǀǩ Ü ǇJŏǁǆžǴƺ!ƒ ǅƒþǅ Ŏ5 Ɨ!Ăǀǆž Ă Ɨŏ!ǴƵ ƘǴŏĂǩǐǆž Ĭ!ǫ ýĂƮĂ!ƒ ýŏǈǐ Ŏ5

Nǀùǉƒ Ɨ ŏơ Ü ǇJŏǁǆžǴƺ!ƒ ƧŏĂƱǩ Ǵnjǉǆž Ü ǅƒþŰƒ ǇJǆž ƘǴŏĂǩǐǆž!ƒ ǉǨNj Ĭ!ǫ ýĂƮĂǁ! ƘƒǅƒƧηǫ ǀþƺǈ ǀþǴƵ

ƟǴùŏǩƧƒ Ĭù!ǫ ĭþƋùŏ ǇǅNǈǆT ǇJǆž ƒǨNj ǇJǴ5 þŏη ýǂTǈ ǇJŏǈƧþǆž Ă ǇJŏƧĂƱǆž ǇJŏǁǆžǴƺ!ƒ ǇJĂǂŏ Ǵǆžþǉ Ƶ

ƗǆžƱǉǆž!ƒ Ă ýǆžƺ!ƒ ǉǴηǩ Džnjǆžƒƨǩ!ƒ ǇJǆž ƒǨNj þŏƨŏ Ŏ!Ǵǩ!Ǵǈ Ă Džnjǐ꜍ǈǅ ǇJŏǁǆžǴƺ!ƒ ýǉp ǇJǆž ýǆžƺ!ƒ ǇJƵ Ǵ ư ƧĂ

ǇǅǇJŏùǈǩ þùǀ!Ă . DžǴƵ ýǂTǈ ƗǆžƱǉǆž!ƒ ǅƒþǅ Ă DžnjƑƒþǅ Ŏ5 ǇJǐơǩ Ă ǀþǴŏƨ ƽŏǀơǩ Džǩŏ Džǩ ǇJǆž Ă ýǂǂ

Džnjǈ ƗǆžƱǉǆž!ƒ DžǴǆžǩNjƒ ăþǆž Σ ǂƺǩ ǴnjǉǅƗ ŏơ Ü ƒþη ƗǆžnjǆžǇJŏǁǆžǴƺ!ƒ ƧŏĂƱǩ Ă Ɨŏǆžǉǩ ƽƧƱ Ă ƘƒǅƒƧηǫ

ƒǨùNj Ĭù!ǫ ƘǴùǆžƱǉǆž!ƒ ǇJùǆž Ƨùŏǂ!ƒ ƧƱǉŏ Ă Ü Ɨŏ!Ǵƺ!ƒ ǅƒþŰƒ ƘǴŏĂǩǐǆžǈ ƗǆžƱǉǆž!ƒ DžǴǆžǩNjƒ ăþǆž Ă

ƧŏĂùƱǩ Ă Ɨùŏǆžǉǩ ĬǁƵ Ŏǀŏǀơ Ă þǴη ýǂTǈ þǴǆžǩƵŰƒ ýűƤ ǇJǆž Ɨŏηŏǩƒ Ƨǩǐǫ Ɨŏơǉ ǇJǆž ƳĂ ư Ăǆž!ƒ

ýùǆžƺ!ƒ Ĭ ùǁƵ Džnjǆžƒþpǫ Ă DžnjǩǈƩƧ ǀþǴŏƨ ýűƤ ǇJǆž ǴǈǴηŏǫ ǇJŏǁǆžǴƺ!ƒ ĬǁƵ ƧǏƋŏ Ǵǆžǈ ǇJŏǁǆžǴƺ!ƒ ƔŏƧþǩĂ

. (Waheed Ü2011) ǀǅǴ5ǂ Ă ƗŏǁƵǴ5ǈ ƗǆžƱǉǆž!ƒ Ƨ ƒþNjǅ ƽǀơŏ Ǵǆžǈ Ă ýǴƺ5 ýǂTǈ

ǇǅƧ ĂƧùƺǆž!ƒ ǇJùǆžĂ Ü ǅƒþŰƒ Ŏù5 Ɨŏ!ǴƵ ƘǴŏĂǩǐǆž ǇJǴǆž ư! ǇJŏǁǆžǴƺ!ƒ ƔŏƧþǩ ƗŏǆžNjǅ ǴǉNj ƧnjƱǩ Ă

Ƨ ƧùƺŏĂ Ü ƗƺƑǴùT ƧùŏƩ ǴùnjǁǆžƵ ƗƺŏǈƱ ǇJĂǂǩ Ŏǩ!ƒ ƘǴǆžƱǉǆž!ƒ Ŏ5 ƗŏǆžNjǅ þƒþƨǩ ƔŏƧþǩ! ƗŏǁǆžƵ

ƘƒƧþùp ǀþǴùŏƨ Ă Ɨŏǆžǉǩ Ĭ!ǫ Ƨ þnjǩ Ŏǩ!ƒ ƘƒǅƒƧηŰƒ Ă ƘƒĂƱƤ!ƒ ǇJǆž ƗƵĂǆžηǆž Nǀǉƒ ĬǁƵ ƔŏƧþǩ!ƒ

Ƨ þùnjǩ þùp Ă . ƗǆžƱǉǆž!ƒ Ƨ ƒþNjǅ ƽŏǀơǩ ýǅǂŏ Ǵǆžǈ ƗŏǁǆžƺǇ!ƒ Ă ƗŏηǴǩǉŰƒ DžnjǩǅǴ5ǂ ýƼƧ Ƨ þnjǈ þƒƧ5Űƒ

: (2012 Ü Ŏǈǁǂ Űƒ) Ĭ!ǫ DžǴƵ ýǂTǈ ƔŏƧþǩ!ƒ ƗŏǁǆžƵ

- 1 . Džnjǩŏ ηǴǩǉǫ Ă DžnjǩǅǴ5ǂ ǇJǆž þŏƨǩ Ɨ ŏơǈ þƒƧ5Űƒ ƘƒƧǴnjǆž Ă ƘƒƧþp ǀþǴŏƨ

- 2 . ƗǆžƱǉǆž!ƒ Ƨ ƒþNjǅ DžþƤŏ Ǵǆžǈ ǇJŏǁǆžǴƺ!ƒ ăþ! Ɨŏǂ Ăǁǐ!ƒ Ɣǉƒ Ăη!ƒ Ɨŏǆžǉǩ Ă ƔŏǨnjǩ

3 - [illegible]

[illegible] .

2 - 6 : [illegible]

[illegible]

[illegible] (Rana and Munir , 2011) :

1 - [illegible] .

2 - [illegible] .

3 - [illegible] .

[illegible]

[illegible] (Crandall , 2010) .

2 - 7 : [illegible]

[illegible]

[illegible]

: (Robbins and , Judge 2007)

[illegible]

[illegible] . (2002 [illegible])

: **8- 2** [illegible] :

[illegible]

: (2009[illegible])

1 - [illegible]

2 - [illegible] .

3 - [illegible] .

[illegible]

[illegible]

[illegible]

[illegible] (2009 [illegible]) .

2 - 9 : [illegible]

[illegible] (2009 [illegible]) :

1 - [illegible]

[illegible].

2 - [illegible] .

3 - [illegible]

[illegible] .

4 - [illegible] .

2 - 10 : [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] . (Crandall , 2010)

[illegible] :

1 - [illegible].

2 - [illegible] ([illegible]).

3 - [illegible] .

[illegible]

[illegible] (Crandall , 2010) :

1 - [illegible] .

2 - [illegible] .

3 - [illegible] .

[illegible] (Crandall , 2010) :

1 - [illegible] .

2 - [illegible] .

3- [illegible] .

4 - [illegible] .

5 - [illegible] .

[illegible] (James and others , 2006) :

1 - [illegible] .

2 - [illegible] .

3 - [illegible] .

[illegible]

[illegible] . (1999 [illegible])

[illegible]

[illegible] : (Crandall , 2010) [illegible]

1. [illegible] .

2. [illegible] .

.3 ǉƥĞǒƨ ƘƒƥƒƧǒǗƒ ƂǒǈǒƧ ư!ƒ Ă ǘǒǙǈƙ ƂǈǋǇǈ ƂǒƟǈ ƂƟǈ ǘǒƫƟ ƘƠ!ƒ ǘǒƫǒƧ ư!ƒ ǑǈǒƧ ư!ƒ .

.4 ǊƵƥ Ă ƂǒǌǈƘǈǗƒ ƘƒƧǈǇǈǒǈǗƒ ƂǒƟƥƒƥ!ƒ Ă ƂǒƞƧǈƤ!ƒ Ă Ü ƂǒƞƧǈ ƴƔƥ ƂǈƞƵ ĂǈǈǇ!ƒ ǗǌƥǈƬƥǗƒ ǏƥǈƬ .

• ǍǈǇ Ăǂơ ǈǈƂƨƵǍ ƂǇǏƂǋǉǏƴ

ǊǈƵ ǍǈǋǊ ǏƵ ăĂǈǇǍ ǈǈǈǇǈǎ!ƒ Ü ǈǈǈǂ5 ƘǈǈǇ ƘƒǈƒƧǉǗƒ ƂǇǉƕƠǈ!ƒ Ő5 ǏƥǈƬ ư!ƒ ǗǒǈƟǒǍ ǗǒǈƫƬ ư!ƒ ǉƥǈƧ ư!ƒ ǘǂǈƵƵ ǊǈƵ

ǍǈǇ ƂƕǒǇ Ă ƧǈƹǉƸ Ü ǋƥǇǈǈ ĂǈĂ ư ĂƵƂ ǈǈǋǋƒ ǏǈƵ ǈƙ ƂǇǒǈ Ă ǈǋǏǈ Ă ƂǈƥǈǇ Ü ǂǈǂƨ ǉƒƸǂ Ʃ Ʃ!ǈ ǈǋǈǇǈƵ ǏǈǈǊ

: (1994 Ü ƂǈǇǒƒǂƨ!ƒ) ǈǏǋ ǈƠƒǈǈ ǏǈƵ ǈǇǈ ǈǈǈǇǈǈƸ!ƒ

.1 ǈǈƠǈǈ Ă ǈǇǈǈ ư ǉƥǂǌ ǘǇǈƸ!ƒ .

.2 ǉƥǈǒƨ Ă ư ƠǇ ƂǈǌǈǇǈǈ ǈǈǈǇǈƸ!ƒ .

.3 ǈǇǈ ư ǈǇǈƹ!ƒ Ă ƂǒǈƵǈ5!ƒ Ő5 ǇǈƥƒǈǈǇǈƸ!ƒ .

.4 ƨǒǇƠǈ ǈƒǂǈ!ƒ Ă ƂƒƥƸ!ƒ Ő5 ǈǈǈǇ ǈǈƵƹ ǘǇǈƸ!ƒ ǈǈǈǇǈǈƸ!ƒ .

.5 ƂƵƩǈ Ă ƂƤƥ ƨǈǌǈǉ ǘǇǈƸ!ƒ Ă ǈǈǌǇǈ!ƒ ƔĂǈƠǇ!ƒ ǈǋƨǈǌǈǉ .

.6 ƘƤĂ!ƒ ƔĂǈƠǇ!ƒ ƨǈǌǈǗ ǘǇǈƸ!ƒ .

.7 ƧǒǈǇǈƙ ƨǈǌǈǉ ǘǇǈƸ!ƒ .

[illegible]

5 - (2007) [illegible]

[illegible]

7 - [illegible] (2004) [illegible]

[illegible]

[illegible] % 15,9 [illegible]

8 - [illegible] (2004) [illegible]

[illegible]

ƧƓōƙƤƒ Ďƙ ƗǂƧƬ 408 ƴďžƙƞďž!ƒ ƥƥƵ Ʃǐƿ ƥƿĂ Ü ƘƓƵƓǉƬ!ƒ ƴō!ƥ Ŏ5 ƗƞƧƥďž!ƒ Ă ƗōǉƥƧŰƒ ƗōƵƓǉƬ!ƒ

. ƓnjōǐƵ ƗƔƒƧƥ!ƒ ƖƒƥƉ ƴōƨĂƙ Ďƙ ƗǂƧƬ 93 ƓNjƧƥƿ ƓnjǉďžƗōƑƒĂƬƵ ƗǉōƵ

ƨ5ƒĂùơ!ƒ Ă ƘƒƇƒƧùƞŰƒ ǇJùďž ƴùǂ ǇJōùƿ ƗƿűƵ ƥĂƞĂ Ɠnjǉďž ǋƑƓƙǉ ƖƥƵ Ĭ!ƺ ǇJƓƛơƓƿ!ƒ ƴƬĂƙ Ă

Ʃōù! ǇJùǂ! Ă Ɨƿűƶ!ƒ ǉŖNj ƥĂƞĂƿ ƗƔƒƧƥ!ƒ ǉŖNj ǋƑƓƙǉ ƘƥƓ5Ɖ ƗōƠ Ü ƧƓďžƛƙƔŰƒ ƴōƞƬƙ Ă ƗōƿōƧư!ƒ

ĂÜƗƿƔǉ!ƒ Ăƒ ăĂƙƔďž!ƒ Ʃ5ǉƿ ƘƔō! Ɠnjǉƒ Űƺ ƗōƥƧƱ ƓǉNj Ɨƿűƶ!ƒ ǇJƉ ǇJďž ĎƺƧ!Ɠƿ5 Ü ƴƿĂƙďž!ƒ ăĂƙƔďž!Ɠƿ

ƨ5ƒĂùơ ĬǐƵ ƴĂƬơ!ƒ Ŏ5 Ɨƶƿƙďž!ƒ ƘƒƇƒƧƞŰƒ ǇJďž ƴǂ ǇJōƿ ƗƿűƵ ǁƓǉNj ǇJƉ ƓưōƉ ǋƑƓƙǉ!ƒ ǇJďž ǇJƓǂ

ǁù!Ʀ Ʃùǂƶǉƒ ƗǐnjùƔ Ă ƗƱōƔƿ ƘƒƇƒƧƞŰƒ ǉŖNj ƘǉƓǂ Ɠďžǐǂ5 Ü ƘƒƧƓďžƛƙƔŰƒ ƗōďžǉƙǇJōƿ Ă ƗōƿōƧư

ďžùnjƿ ĎƓùďžƙNjŰƒ ăƥùďž ǇJùƵ ƳƓùƿƱǉƒ ǇJùďž ǇJōƧďžƛƙƔďž!ƒ ăƥ! ƥ!Ăƙō Ɠďžƿ ƘƒƧƓďžƛƙƔŰƒ ĬǐƵ ƓƿƓƞōƺ

. ƗƔƒƧƥ!ƒ Ɠnj! ƘǐƬĂƙ Ɨďžnjďž ăƧƤƉ ǋƑƓƙǉ ƔǉƓƞ Ĭ!ƺ ƒŖNj Ü ďžnjƙƒƧƓďžƛƙƔƓƿĂ

ƴƤƥù!ƒ ƗƿōƧư ǇJďž ƔƧnjƙ!ƒ ǇJƒĂǉƶƿ ƘǉƓǂ Ŏƙ!ƒ Ă (**2004** Û ƥNjƬƢǁƐ Nj ĎƐƥNjƴǁƐ) ƿƨƐƥƣ **- 9**

ƗƔƒƧƥ!ƒ ǉŖNj ƇƒƧƞƺ ǇJďž ǇJƓƛơƓƿ!ƒ ƻƥNj Ă 1997 - 1976 ǇJďž ǇƧƙ5ǐ! ƗōǐōǐơƙƗƔƒƧƥ ǏJ ǇJƥƧŰƒ Ŏ5

ƥùōƥơƙ Ă Ɨù5Ƨƶďž Ĭ!ƺ Ɠưōƀ Ă Ü ƴƤƥ!ƒ ƗƿōƧư ǇJďž ƔƧnjƙ!ƒ ƇƒƧĂ ƗǉďžƓǂ!ƒ Ɨǀōǀơ!ƒ ƔƓƿƔŰƒ Ɨ5Ƨƶďž

ƗƿōƧù ư ǇJùďž ƔƧnjƙ!ƒ ƧƒƥǀďžǇJōƿ Ă NJǉƵ ǇJǐƶďž!ƒ Ƨōƺ ĭƥƓƬƙƿŰƒ ƱƓƬǉ!ƒ ďžƞơ ǇJďž ƴǂ ǇJōƿ Ɨƿűƶ!ƒ

ƴűùƤ ǇJƥƧŰƒ Ŏ5 ƴƤƥ!ƒ ƗƿōƧư ǇJďž ƔƧnjƙ!ƒ ďžƞơ Ɨ5Ƨƶďž Ĭ!ƺ Ɨ5ƓưŰƓƿ ƒŖNj Ü ǇJƥƧŰƒ Ŏ5 ƴƤƥ!ƒ

. 1997 - 1976 ǇJōƿ ǇƥƙďžƓďž!ƒ ǇƧƙ5!ƒ

ƔĂǐùƔƒ ĬǐƵ ƗƔƒƧƥ!ƒ ǉŖNj Ŏ5 ǇJƓƛơƓƿ!ƒ ƥďžƙƵƺ ƧǂŖ!ƒ ƗǀƓƔ!ƒ ƻƒƥNjŰƒ Ĭ!ƺ ƴĂƬĂ!ƒ ƴōƿƔ Ŏ5 Ă

ƳĂùưĂďž!Ɠƿ ƗǐƬ!ƒ ƘƒŖ ƗōƥƓƬƙƿŰƒ ƘƒƧōƺƙďž!ƒ ǇJďž ƥƥƵ ĬǐƵ ŎǉƿƉďž!ƒ ŎƔƓōǀ!ƒ Ă Ŏ5ƬĂ!ƒ ƴōǐơƙ!ƒ

. NJ! ƗƵĂưĂďž!ƒ ƘƓưƒƧƙ5Űƒ ǇJďž Ɠƿűƥǉƒ ƗƔƒƧƥ!ƒ ƥōƿ

ǇJùďž ƔƧùnjƙ!ƒ ǇJƉ ƓùnjďžNjƉ ǇJùďž ǇJƓǂ ǋƑƓƙǉ ƖƥƵ Ĭ!ƺ ǉŖNj ƓďžnjƙƔƒƧƥ ƴűƤ ǇJďž ǇJƓƛơƓƿ!ƒ ƴƬĂƙ Ă

ƴưĂ!ƒ Ă ŎǉƱĂ!ƒ ƥƓƬƙƿŰƒ ǇJďž ƴǂ ĬǐƵ ǇƧƬƓƿďž ƗōƿǐƔ ƧƓƛƈ ƴďžƠō ǇJƓǂ ǇJƥƧŰƒ Ŏ5 ƴƤƥ!ƒ ƗƿōƧư

[illegible]

10 - [illegible] (2003) [illegible]

[illegible] 190 [illegible]

[illegible]

[illegible] (**2002**) [illegible] - **11**

[illegible] (6) [illegible]

[illegible] 1995 [illegible] (10) [illegible] 1994

[illegible]

[illegible]

[illegible] .

[illegible]

[illegible] .

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] .

[illegible] (**2000** [illegible]) [illegible] - **12**

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] .

hŭĭĜþyľľ€ l Ƒƨ€þqľľ€

ýPþù!f ŁhŏƧù ư LJĂŀĢp Ŏ5 ŀŏžŏηTk!f ƨ5fĂơ!f Ƨλf ǴnjŀfĂŀƵ Ă (**2010**) ĬďƑNĐŽľľ€ hƨ€þq - **1**

Ĭ ù ľƵ CĂ ư ù!f CǴù!ǫ Ĭ!ǫ ł ơǴħ!f ƻ þNjĂ Ü lƨƹ YǴƱp Ŏ5 ŁŏhŏƧ ư!f Ƙfþ fƧŏŰf ĬľƵ ŎŀjŏƱ˺ľľ5!f

ŁŏhŏƧ ư ù!f Ƙfþ fƧùŏŰf ĬľƵ ǴNjƧλĐ Ă ŎŀjŏƱ˺ľľ5!f ýPþ!f ŁhŏƧ ư LJĂŀĢp lþƧfĂ!f ŁŏžŏηTk!f ƨ5fĂơ!f

ƨ ù ŏ5ơk Ŏù5 ǴùNjƧĂþ Ă ŁŏžŏηTùk!f ƨ5fĂùơ!f ŁžŏhƱ ĬľƵ ƻ Ƨžk!f Ĭ!ǫ ƻ þNj Ă Ǵdž‡ Ü Łllơdž!f

. ŁŏhŏƧ ư!f Ƙfþ fƧŏŰf lþǴŏƨ Ĭ!ǫ ĭ þƋŏ fŖNj ýNj Ă Łƽľk Pdž!f ƘfƧǴdžλk˺Ŭf

LJùdž Łù ŀjŏƵ Ĭ ù ľƵ ǴnjžŏƨĂk Ă ŁŀjǴħk˺f Dĭŏdž Ʈkħ ł ơǴħ!f DžǴp Ł˺fƧþ!f ljŖNj ƻ fþNjf Ĭ!ǫ ýĂ ƮĂľ! Ă

ƻ Ƨ ù žkľ! ŁdžNjǴ˺dž!f Ă ŁŏþǴž!f ƘǴ‡ƧT!f Ă ýPþ!f ŁhŏƧ ư Ŏ5 LJŏľdžǴž!Ǵħ ǴŀjNj ýλdžkdž!f Ł˺fƧþ!f ydžkηdž

. Ł˺fƧþ!f ƘfƧŏʓkdž ljǴηk DžnjƑfƧƈ ĬľƵ

lþǴ ù Ƶǫ Ă ƧŏĂƱk Ĭ!ǫ ŁηǴơħ ŁŏhŏƧ ư!f ƨ5fĂơ!f LJĐ ǴnjŀjŏħLJdž lþƵ ƝƑǴkŀj Ĭ!ǫ Ł˺fƧþ!f ƘľƮĂk Ă

Ƙľ ù ƮĂk Ă Ü Ƨ ù λ‡Đ ŁŏľƵǴ5ħ ǴnjkǴŏǴƹ ʂŏlơk Ĭ!ǫ ĭ þƋŏ Ǵdždž ƧĂƮ l!f NηĂĐ Łη!Ǵždž Dĭkŏ ł ŏơħ ƧƱŀj

Ǵdžħ ýŏþžk Ĭ!ǫ ŁηǴơħ Ł ư ĂƧ5dž!f ŁŏhŏƧ ư!f Ɣ˺ŀj!f Ă ŁŏhŏƧ ư!f ƠƑfƧT!f LJĐ Ĭ!ǫ Ǵ ư ŏĐ Ł˺fƧþ!f ljŖNj

ý ù dž fĂž!f ƧǴ ù hkƵŰf LJŏ ù žħ ŖPƋk LJĐ Ă LJŏƧdžλk˺dž!f Ă LJŏ5ľ‡dž!f Ǵnjħ Ƨdžŏ Ŏk!f ƻ ĂƧƱ!f ydž Ɣ˺Ǵŀjkŏ

DžƹƧ!Ǵ ù ħ ŁŏhŏƧ ư ù!f ƨ5fĂơ!f LJĐ Ĭ!ǫ Ǵ ư ŏĐ ƘľƮĂk Ă Ǵdž‡ . DžnjŏľƵ ƧλƋk Ŏk!f ăƧPŰf ŁŏþǴƮkpŰf

ƘfCǴ ù 5ƵŰf LJfĂ Ü ŁŏhŏƧ ư!f Ƙfþ fƧŏŰf lþǴŏƨħ ƘdžNjǴ˺ ǴnjŀjŰf Ĭ!ǫ Ǵnjŏ5 lþĂηĂdž!f ƔĂŏž!f Ư žħ LJdž

ƝƑǴkŀj Ɣ ŀjǴη Ĭ!ǫ fŖNj Ü ƧŏPƋk LJĂþħ Łlơk˺dž!f ƔƑƧ ư!f þŏþ˺k Ŏ5 ƘþƵǴ˺ Ǵnjħ ƟĂdž˺dž!f ŁŏhŏƧ ư!f

. ăƧPĐ

Ŏù5 Ǵùnjľŏž5k ýħ˺ Ă ŁŏhŏƧ ư!f ƨ5fĂơ!f Ƨλf ǴnjŀjfĂŀƵ LJǴ‡ Ŏk!f Ă (**2007**) ơĐŽƟĐŽ hƨ€þq **-2**

ƧŏƋùk ăþùdž Ŏù5 ł ùơħ!f Ĭ!ǫ ł ơǴħ!f ƻ þNj Ă Ü ƧƑfƨη!f Ŏ5 ƧTǴhdž!f ŎhŀjηŰf ƧǴdžλk˺Ŭf ƔŖη

ý ư 5Đ LJƵ ł ơħ!f Ĭ!ǫ Ǵ ư ŏĐ ƻ þNjĂ Ü ƧƑfƨη!f Ŏ5 ŎhŀjηŰf ƧǴdžλk˺Ŭf ƔŖη Ŏ5 ŁŏhŏƧ ư!f ƨ5fĂơ!f

(**2007**) - **3**

[illegible]

- 4 [illegible] (2006) [illegible]

[illegible]

1 - (Mansor and Tayib , 2012)

2 - (**Abial and Asiweh , 2012**) [illegible]

[illegible]

3 - [illegible] **Hasselldine (2007)** [illegible]

[illegible] (125) [illegible] .

4 - [illegible] **(James and others , 2006)** [illegible]

[illegible] .

[illegible]

[illegible] **Murry (1995)** [illegible] **- 5**

[illegible]

ƘǁƑƙǁƐ üƬƺǁƐ

ƑNJƗ ƍ ƾƑǆǕǄ Nj ƕƨ ƐƥƣǁƐ ƚ ƑǆƑĭƓ üĭǂƟƗ Nj ƒ ƥƳ

ƘǁƑƙǁǫ üƮƻǁǫ

ƒNJƗƪƽƑǟDŽ Nj ƕƨƐƥơǁǫ ƚƑǟƑǏƓ üǐǂƟƗ Nj ƒ ƥƳ

ýǍŬƒ Ƈƨùƞ!ƒ LJǒƕǒ Ǎ Ü ƓnjƙƮpƓǀǉǆ Ǎ ƗƪƒƧƥ!ƒ ƘƓǀƓǒƕ! ŎƑƓƮƠŬƒ ýǒǁƠƙ!ƒ Ǐǁ Ƶ ýƮƽ!ƒ ƒƦNj ǐǍƙƠǒ

ƗƕƓƞŬƒ ýǍƓǀƙǒƽ ŎǀƓǍ!ƒ Ƈƨƞ!ƒ Ɠǆƒ Ü ƗƪƒƧƥ!ƒ ƗǀǒƵ ƥƒƧƽŬ ƗǒƾǒƱǍ!ƒ Ǎ ƗǒƮƤƮ!ƒ ƒ ƑƓƮƤǁ! ǘǒǁƠƙ

. ƗƪƒƧƥ!ƒ ƗǁƑƪƒ Ǐǁ Ƶ

ƕƨƐƥơǁǫ ƕǆǐƴǁ ƕǐƻǐưNjǁǫ Nj ƕǐƮƠƪǁǫ ƫ ǝƑƮƠǁǫ ƹ ƮNj

(5) üNjơǁ

ƕǐƻǐưNjǁǫ Nj ƕǐƮƠƪǁǫ ƚƐƥǐƩƗDŽǂǁ ƒƴƓƗ ƕǆǐƴǁǫ ơƐƥƺƈ ƱǐƦNjƗ

ƕǐNjǝDŽǁǫ ƕƓƨǆǁǫ	ƥƐƥƗǁǫ	njNjƗƨDŽǁǫ	ƥǐƩƗDŽǁǫ
62.0	170	ƥƗƤ	Ƨǆǁǁǫ
38.0	104	Ǎƙǆƈ	
100.0	**274**	ƱNjDžǁDžǁǫ	
13.1	36	ýpǆƽ ƗǀƪƖ 30	ƕǐƥDžƴǁǫ ƕǝƻǁǫ
38.7	106	ƗǀƪƖ 40 -31	
33.9	93	ƗǀƪƖ 50-41	
14.2	39	ƧƛƗǆƽ ƗǀƪƖ 51	
100.0	**274**	ƱNjDžǁDžǁǫ	
12.4	34	ýpǆƽ ƘƒǍǀƪ 5	ƕDžơǁǫ ƚƐNjǆƨ
26.6	73	ƘƒǍǀƪ 10 -6	
28.8	79	ƗǀƪƖ 15-11	
32.1	88	ƧƛƗǆƽ ƗǀƪƖ 16	
100.0	**274**	ƱNjDžǁDžǁǫ	
2.2	6	ƗǒƧǒƥǆ Ƨǒƥǆ	Ǐƻǐưǁǫ ǍDžƨDžǁǫ
8.0	22	ǅƪp ƩǒƑƧ	
12.8	35	ƗƕƺƮ ƩǒƑƧ	
53.6	147	ŎƕǒƧư ƾƥǆ	
23.4	64	ǐƧƒƥƥ	
100.0	**274**	ƱNjDžǁDžǁǫ	

:Ŏǁǒ Ɠǆ Ɠǀ! LJǒƕƙǒ (5) ǅpƧ ýǍƥƞ!ƒ ýǘƤ LJǆ

- Ƨǆǁǁǫ: ǅƱƺǆ ƥƒƧƽǅ Ɨǀǒƺ!ƒ ǅNj LJǆ ƱƧǍƗƦ!ƒ ƗǒƠ ƩǁƕƵ ǅNjƥƥƵ (170) ƒƥƧƽ ƗƕƪǀƕƱ(%62)ƓǆǀǒƕƱ ƗǀǒƺƖƒ ǅƞƠ LJǆ (%38) NJƙƕƪǀ Ɠǆ ƒǍǁƗƮ ƒƥƧƽ (104) LJNjƥƥƵ ƩǁƕƥƗƽ ƗƓǀŰƒ LJǆ Ɨǀǒƺ!ƒ ƥƒƧƽǅ

.ƗƽƱǍǆǍ ǼƽƱǍǆ (274) Ɨƺ!Ɠƕ!ƒ

- ƩùǀǁǂǃǄ Ɨ ùŏơ Ü(ƗǀǁƖ 40-31) ǈǉǊ ǋǌǍƧǎǏƵǐ ƟǍƒƧǑǒ ǈǓǔ ǋǌǍ ƗǀŏƶǃƒǕ ƥƒƧ5ǐ ǋƱƶǔ:ǈǉǊǖǗǘǙǚ ǈƏƧǛ

-41) ǈùǔ ǋǌǍƧǎǏƵǐ ƟǍƒƧǑǒ ǈǓǔ Ɨǀŏƶ!ƒ ƥƒƧ5ǐ ǋǌǍǊǋ Ü(%38.7) ƗǀƖǈǉ ƒƥƧ5 (106) ǋǌǍƥƥƵ

ĭǍǎƖǒ) ǋǌǍƧǎǏƵǐ ǈŏƦ!ƒ ƥƒƧ5Ǖƒ ǋǔ Ü(%33.9) ƗǀƖǈǉ ƒƥƧ5 (93) ǋǌǍƥƥƵ Ʃǀǁ Ɨ ŏơ Ü(ƗǀƖ 50

Ɨǀŏƶ!ƒ ƥƒƧ5ǐ ƒƧŏƤǐǍ Ü(%14.2) ƗǀƖǈǉǍ ƒƥƧ5 (39) ǋǌǍƥƥƵ Ʃǀǁ ǈŏƦ!ƒǍ (ƗǀƖ 51 ǈƵ ƥŏƨǒ Ǎǐ

ƗǀƖùǈǉ ƒƥƧù5 (36) ǋǌǍƥƥùƵ Ʃùǀǁ Ɨ ùŏơ Ü(ƗǀùƖ 30 ǈƵ ýǀǒ Ǎǐ ĭǍǎƖǒ) ǋǌǍƧǎǏƵǐ ǈŏƦ!ƒ .(%13.1)

- Ü(ƗǀùƖ 16 ǈƵ ƥŏƨǒ Ǎǐ ĭǍǎƖǒ) ǋǌǍƧǀƤ ƘƒǍǀƖ ǈǓǔ ǋǌǍ Ɨǀŏƶ!ƒ ƥƒƧ5ǐ ǋƱƶǔ:ǈǉǊǗǛ Ɩ ƐǌǍƨ

ǋǌǍƧùǀƤ ƘƒǍǀùƖ ƟǍƒƧǑǒ ǈŏƦ!ƒ ƥƒƧ5Ǖƒ ǋǌǍǊǋ Ü(%32.1) ƗǀƖǈǉ ƒƥƧ5 (88) ǋǌǍƥƥƵ Ʃǀǁ Ɨ ŏơ

ǈŏƦù!ƒ ƥƒƧù5Ǖƒ ǋùǔ Ü(%28.8) ƗǀƖùǈǉ ƒƥƧ5 (79) ǋǌǍƥƥƵ Ʃǀǁ Ɨ ŏơ Ü(ƗǀƖ 15 -11) ǈǉǊ

ƗǀƖùǈǉ ƒƥƧù5 (73) ǋǌǍƥƥùƵ Ʃùǀǁ ǈŏƦù!ƒǍ Ü(ƘƒǍǀƖ 10 -6) ǈǉǊ ǋǌǍƧǀƤ ƘƒǍǀƖ ƟǍƒƧǑǒ

Ɨ ŏơ Ü(ƘƒǍǀƖ 5 ǈƵ ýǀǒ Ǎǐ ĭǍǎƖǒ) ǋǌǍƧǀƤ ƘƒǍǀƖ ǈŏƦ!ƒ Ɨǀŏƶ!ƒ ƥƒƧ5ǐ ǶƧŏƤǐǍ Ü(%26.6)

.(%12.4) ƗǀƖǈǉ ƒƥƧ5 (34) ǋǌǍƥƥƵ Ʃǀǁ

- Ʃùǀǁ Ɨ ùŏơ Ü(ǑǀŏƧư ƫƥƥǔ) ƗƽŏƱǍ ǈǍǀƺƬŏ ǈǓǔ ǋǌǍ Ɨǀŏƶ!ƒ ƥƒƧ5ǐ ǋƱƶǔ:ǏƻĭưǌǍǛ ǍǐǔƨǛ

Ʃǀǁ Ɨ ŏơ Ü(ĭ Ƨƒƥǫ) ƗƽŏƱǍ ǈǍǀƺƬŏ ǈŏƦ!ƒ ƥƒƧ5Ǖƒ ǋǌǍǊǋ Ü(%53.6) ƗǀƖǈǉ ƒƥƧ5 (147) ǋǌǍƥƥƵ

ǈŏƦ!ƒǍ Ü(ƗǀƶƬ Ʃ ŏƑƧ) ƗƽŏƱǍ ǈǍǀƺƬŏ ǈŏƦ!ƒ ƥƒƧ5Ǖƒ ǋǔ Ü(%23.4) ƗǀƖǈǉ ƒƥƧ5 (64) ǋǌǍƥƥƵ

Ü(ǋƖùƥ Ʃ ŏƑƧ) ƗƽŏƱǍ ǈǍǀƺƬŏ ǈŏƦ!ƒ ƥƒƧ5Ǖƒ ǋǌǍǊǋ Ü(%12.8) ƗǀƖǈǉ ƒƥƧ5 (35) ǋǌǍƥƥƵ Ʃǀǁ

Ƨŏƥùǔ) ƗùƽŏƱǍ ǈǍǀƺƬùŏ ǈŏƦ!ƒ ƥƒƧ5Ǖƒ ƒƧŏƤǐǍ Ü(%8) ƗǀƖǈǉǍ ƒƥƧ5 (22) ǋǌǍƥƥƵ Ʃǀǁ Ɨ ŏơ

.(%2.2) ƗǀƖǈǉǍ ƥƒƧ5ǐ (6) ǋǌǍƥƥƵ Ʃǀǁ ǈŏƦ!ƒǍ Ü(ƗŏƧŏƥǔ

[illegible]

[illegible]

[illegible]

(6) [illegible]

(274 = [illegible]) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
1	[illegible]	0.84770	3.4253	[illegible]
2	[illegible]	0.89445	3.3575	[illegible]
3	[illegible]	0.91896	3.3038	[illegible]
[illegible]			**3.3622**	[illegible]

[illegible] (6) [illegible] . 3.3622 [illegible]

[illegible] (6) [illegible] (3.4253) [illegible] (3.3575) [illegible]

Ⱡùƶǆƙɳǆ ƘŬǴùɳǆ! ǑǵǴƪơ!ƒ Ʊƪ Ăƙǆ!ƒ Ǵǆ .(3.3038) Ǌ! ǑǵǴƪơ!ƒ Ʊƪ Ăƙǆ!ƒ Ƹǵ ĭ Ʀ!ƒĂ ȾŏƧƬ!ƒ

Ƙùơ ĂƒƧƙ ƥƿĂ .ƘƒƇƒƧɳŰƒ ƴŏǆɳ ȾŏƵǴ5 Ǉǆ Ʊƪ Ăƙǆ ăĂƙƪǆ Ĭ Ƶ ƴƥŏ ĂǋĂ (3.3622) Ƹǵ ƥl5

Ǒù5 ǵƧǴlƙ ǁǴǋ Ǉ Ĭ Ƶ ƴƥŏ ĭ Ʀ!ƒ Ƨǆ Űƒ Ü(0,91896 -0,84770) Ǉŏǵ ȾŏƧǴŏƶǆ!ƒ ƘǴ5ƒƧơǋŰƒ

.Ⱡƪ ƒƧƥ!ƒ Ⱡǋŏ Ƶ ƥƒƧ5 ƇƒƧƈ

Ⱡùƪ ƒƧƥ!ƒ Ⱡùǋŏ Ƶ ƥƒƧù5 ƘƒƧŏƥlƙ! ȾŏƧǴŏƶǆ!ƒ ƘǴ5ƒƧơǋŰƒĂ ȾŏǵǴƪơ!ƒ ƘǴƱƪ Ăƙǆ!ƒ ƔǴƪơ ǅƙ ƥƿĂ

:Ǒ!Ǵƙ!ƒ Ăơǋ!ƒ Ĭ Ƶ ǋƑǴƙǋ!ƒ ƘǋǴȾ Ⱡŏơ Ülƥơ Ĭ Ƶ ƴǴɳǆ ƴȾ ƘƒƧl5!

1- ƖƐƥƐƥШ Ƭƥ ĭǴhǁǅ ƴƑƖ

(7) ǋǛШü

ƐǋǆƧƏ ǁǅƙǴƒƴ ƥƙǅŰ ƐƏƧƥ Ǆƥ ƴ ƺƐƥǿƏ ƺƐ ƴĭǆ ƺ ƏƧƐƥ ǄƧ Ǆ ƐƑǴШŰ ƺĭƥƑĭƴǄ ǁƐ ƐƑƺƐƥƟǆŰƐǋ ƺĭǴƑƨƟǁƐ ƐƑƲƨǋǂǄǁƐ

(**274** =ǅ) "ƐƑƴĭǴǅǁƐ ƺǴĭƥƬ ƐƐƥƐƥШ"üƑШǅ

ƒĭȾƥǁƐ	ǋǋȾƨǄǁƐ	ƸƐƥƟǆŰƐ ăƥƑĭƴǄǁƐ	ƲƨǋǂǄǁƐ ĬǴƑƨƟǁƐ	ƔƥƨƧǁƐ	!5ƥǁƐ
1	ƱƪĂƙǆ	0.78618	3.5803	.ǑǵŏƧư!ƒ ƴŏƬơƙ!ƒ ȾŏƵǴ5 ƖƥǴŏƨ	1
8	ƱƪĂƙǆ	0.81986	3.3650	.Ǉŏ5Ⱡǆ!ƒ ƴƿ Ǉǆ Ⱦơơ Ƭ Ⱦŏ!Ǵǆ ƘǴǋǴŏǵĂ ƘƒƧƒƧƿ ǅŏƥlƙ	2
5	ƱƪĂƙǆ	0.88788	3.3905	ǅǋƱǴƬǋ Ʃ ȾƶƘ Ⱡlŏƥƥ Ⱦŏǵƪ Ǵơǆ Ƙŭɳƪ ǅŏƲǋƙǵ Ǉŏ5Ⱡǆ!ƒ ǅƒƨ!ƍ .ǑƵ5!ƒ	3
7	ƱƪĂƙǆ	0.87239	3.3686	ǅǋǴƪŏ Ǵǆ ĭƧƒƥŰƒ Ƨŏƥlƙ!ƒ ƧƒƧƿ ƘǴǆĂƶǆ ƧƥǴƬǆ Ơŏư Ăƙ .Ⱦŏ5Ǵ5Ƭ!ƒĂ Ⱡ!ƒƥƶ!ƒ ơŏƪƧƙǵ	4
3	ƱƪĂƙǆ	0.85321	3.4197	ǅƬƤ!ƒĂ ƥƧ!ƒ ƘƒƇƒƧɳƍ ƴŭƤ Ǉǆ ƧǴǆƙƪŰƒĂ ƖƧǴɳƙ!ƒ ƴŏɳƬƙ .ǑǵŏƧư!ƒ	5
6	ƱƪĂƙǆ	0.83113	3.3736	ǅǴƲǋ!Ǵǵ Ⱡlʎ!ƒ ƨƨƶŏ Ǵǆ ƲƒƧƙƵŰƒ ȾƑŏǋ ƴǆƵ Ʃƪ Ơŏư Ăƙ .ǑǵŏƧư!ƒ	6
2	ƱƪĂƙǆ	0.85692	3.4891	Ă Ʊŏƪ lƙǵ ƟǴǆƪ!ƒ ƴŭƤ Ǉǆ ȾŏǵŏƧư!ƒ ƘǴlơƙƪǆ!ƒ Ĭ!ƍ ƴĂƬĂ!ƒ .ǴǋƶƼƥ ƴŏɳƙ	7
4	ƱƪĂƙǆ	0.87407	3.4161	ǅŏƥlƙ ƪƧƱ Ă ƖƧƙ5 ƴŭƤ Ǉǆ ǑǵŏƧư!ƒ ǅǴƲǋ!ƒ ƖǴ5Ⱡ ƴƼƧ .ȾŏǵŏƧư!ƒ ƘƒƧƒƧƿŰƒ	8
ƲƨǋȾǄ			**3.4253**	ül l üƑШǄȾǁ ĬǴƑƨƟǁƐ ƲƨǋȾǄǁƐ	

ƴǴùɳǆ ƘƒƧùl5 Ǉùƶ Ⱡùǋŏƶ!ƒ ƥƒƧù5 ƘǵǴɳŰ ǑǵǴƪơ Ʊƪ Ăƙǆ Ĭ Ƶ Ǉ (7) ƴĂƥɳ Ǉǆ ƧǋƲŏ

ĂùǋĂÜ"ǑǵŏƧư!ƒ ƴŏƬơƙ!ƒ ȾŏƵǴ5 ƖƥǴŏƨ" (1) ƖƧl5! (3.5803) Ƹǵ "ƐƑƴĭǴǅǁƐ ƺǴĭƥƬ ƐƐƥƐƥШ"

(2) ƖƧùl5! (3.3650) ǑǵǴƪùơ Ʊƪ Ăƙǆ Ĭǋƥ Ƹǵ Ă Ǵǆ Ⱦ ÜȾl5ƒĂǆ!ƒ Ǉǆ ȾƱƪ Ăƙǆ Ⱦɳƨƥ Ĭ Ƶ ƴƥŏ

[illegible]

[illegible] (3.4253) [illegible]

[illegible]

[illegible]

[illegible] (0,88788 -0,78618) [illegible]

[illegible]

-2 [illegible]

(8) [illegible]

[illegible]

(274 =[illegible]) "[illegible]"

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
1	[illegible]	0.77928	3.5511	[illegible]	9
8	[illegible]	0.89678	3.2664	[illegible]	10
8	[illegible]	0.94453	3.2664	[illegible]	11
2	[illegible]	0.84827	3.4854	[illegible]	12
5	[illegible]	0.94690	3.3321	[illegible]	13
3	[illegible]	0.87812	3.3640	[illegible]	14
7	[illegible]	0.90712	3.2920	[illegible]	15
4	[illegible]	0.91176	3.3577	[illegible]	16
6	[illegible]	0.93734	3.3029	[illegible]	17
[illegible]			**3.3575**	[illegible]	

[illegible] (8) [illegible]

[illegible] (9) [illegible] (3.5511) [illegible]

Ǵùdžǂ ÜǂΙ5ƒĂdž!ƒ LJdž ǂƱƪĂķdž ǂȠƧþ ĬǁƵ ýþŏ ĂNjĂ Ü"LJŏ5ǁǂdž!ƒ ƻŏlj Ƭ ķĂ ýŏȠƪķ ĶƒĈƒƧȠǫ ýǖƤ LJdž

ýǖùƤ LJùdž LJŏù5ǁǂdž!ƒ Džƒƨķ!ƒ ăĂķƪdž lþĜŏƨ" (10) lƧl5ǁ! (3.2664) ŎǜĜƪơ ƱƪĂķdž ĬǉþǅǮǁĂ

ĶĜùǜĂlƶ!ƒ ýǖùƤ LJùdž ŎǜŏƧ ư ù!ƒ ƔƧùnjķ!ƒ LJùdž þơ!ƒ" (11) lƧl5!ƒĂ Ü"DžnjŏƵĂ ǂŏdžǈķĂ Džnj5ŏlƛķ

ýùǂǂ ýĜùȠdžǁ! ŎǜĜƪơ!ƒ ƱƪĂķdž!ƒ ǮǁĂ ÜǂΙ5ƒĂdž!ƒ LJdž ǂƱƪĂķdž ǂȠƧþ ĬǁƵ ýþŏ ĂNjĂ Ü"ǂ ưĂƧ5dž!ƒ

.ǂΙ5ƒĂdž!ƒ LJdž ǂƱƪĂķdž ǂȠƧþ ĬǁƵ ýþŏ ĂNjĂ Ü(3.3575)

LJdž ýƤþ!ƒ ǂǜŏƧ ư ƒ Ƥķ Ŏķ!ƒĂ lƧƒƒþ!ƒ Ŏ5 lƦƤķdž!ƒ ĶƒĈƒƧȠǛƒ ǂŏǁƵĜ5 ăĂķƪdž LJǅ ĬǁƵ ýþŏ Ĝdždž

.ƱƪĂķdž ăĂķƪdž ĂNj Ĝnjŏ5 LJŏǁdžĜƶ!ƒ ƧƱlj ǂnjȠĂ

ĭƦù!ƒ ƧdžǛƒ Ü(0,94690 -0,77928) LJŏǜ ýĜȠdž!ƒ ƒƦnj! ǂŏƧĜŏƶdž!ƒ ĶĜ5ƒƧơljǙƒ ĶơĂƒƧķ þpĂ

.ǂƪƒƧþ!ƒ ǂljŏƵ þƒƧ5ǅ ĈƒƧƈ Ŏ5 ǛǜƧĜlķ ǁĜljNj LJǅ ĬǁƵ ýþŏ

ǜĭþƪĜǁǁ ǫþƐNjǅǉǁǁ ǜĭǅǉǂ -3

(9) üNjǫǁǁ

lƐþƫƺ ƯĭǅǉǁǁǅǉƳ ǜƨƐþǫǁǁ ǜǉĭƳ ǫƐþƺƈ lƑĜƑǁǁǛ ǜĭþƑĭyǅǉǁǁ lƑƺƐþƟǉǛƐNj ǜĭĜƑƨƟǁǁ lƑƯƨNjǂǅǉǁǁ

(**274** =Dž) "ǜĭþƪĜǁǁ ǫþƐNjǅǉǁǁ ǜĭǅǉǂ" üƑǁǁǅ

ƒĭǂþǂǁǁ	njNjǂƨǅǉǁǁ	ƺƐþƟǉǛƐ ăþƑĭyǅǉǁǁ	ƯƨNjǂǅǉǁǁ ĬĜƑƨƟǁǁ	Ɣþƫǅǁǁ	!5þǁǁ
1	ƱƪĂķdž	0.83714	3.4343	Džŏŏlķ lƧƒþǫ ƫƧƱ ýǖƤ LJdž LJŏǁdžĜƶ!ƒ ĈƒþǅăĂķƪdž yƼƧ .ǂƶǜķdž!ƒ ĈƒþǛƒ	18
2	ƱƪĂķdž	0.91998	3.2956	ýƑĜƪĂ!ƒĂ ƫƧƱ!ƒ Ŏljǜķǜ lƧƒƒþ!ƒ Ŏ5 LJŏǁdžĜƶ!ƒ lĈĜ5ǂ lþĜŏƨ .ǂƛŏþơ!ƒ ǂŏǜŏƧ ư!ƒ	19
3	ƱƪĂķdž	0.97236	3.2555	.lƧƒƒþ!ƒ Ŏ5 Ŏlj5!ƒĂ ĭƧƒþǛƒ ƨĜnjȠ!ƒ ƧŏĂƱķ	20
4	ƱƪĂķdž	0.94639	3.2299	Ă Ɲdžƒƨǜ!ƒ ýǖƤ LJdž LJŏǁdžĜƶ!ƒ ĶƒƧþpĂ ĶƒƧĜnjdž ǂŏdžǈķ .ǂŏǜŏƧþķ!ƒ ĶƒƧĂþ!ƒ	21
ƯƨNjǂǅ			**3.3038**	üǁǁ üƑǁǁǅǂǁǁ ĬĜƑƨƟǁǁ ƯƨNjǂǅǉǁǁ	

ǜøĭǅǉǂ" ýĜȠdž ĶƒƧl5 LJƵ ǂljŏƶ!ƒ þƒƧ5ǅ ĶĜǜĜȠǛ ŎǜĜƪơ ƱƪĂķdž ĬǁƵǅ LJǅ (9) ýĂþȠ LJdž ƧnjƱŏ

lƧƒþǫ ƫƧƱ ýǖƤ LJdž LJŏǁdžĜƶ!ƒ ĈƒþǅăĂķƪdž yƼƧ" (18) lƧl5ǁ! (3.4343) Ǯǁǜ "ǜĭþƪĜǁǁ ǫþƐNjǅǉǁǁ

ŎǜĜƪơ ƱƪĂķdž ĬǉþǅǮǁĂ Ĝdžǂ ÜǂΙ5ƒĂdž!ƒ LJdž ǂƱƪĂķdž ǂȠƧþ ĬǁƵ ýþŏ ĂNjĂ Ü"ǂƶǜķdž!ƒ ĈƒþǛƒ Džŏŏlķ

ĶƒƧĂþù!ƒ Ă Ɲdžƒƨùǜ!ƒ ýǖùƤ LJùdž LJŏǁdžĜùƶ!ƒ ĶƒƧþpĂ ĶƒƧĜnjdž ǂŏdžǈķ" (21) lƧl5ǁ! (3.2299)

ýù‡‡ ýǴùηǆǐ! ǑƕǴʅùơ!ƒ ʊʅĂƙǆ!ƒ Ƹǐƕ Ă Ü‡l5ƒĂǆ!ƒ ǇǆǏ ‡ʊʅĂƙǆ ‡ηƧþ Ĭǐ Ƶ ýþŏ ĂǋĂ Ü"‡ǒƕŏƧþƙ!ƒ

.‡l5ƒĂǆ!ƒ ǇǆǏ ‡ʊʅĂƙǆ ‡ηƧþ Ĭǐ Ƶ ýþŏ ĂǋĂ Ü(3.3038)

‡ùŏǆǈƙ ƒ ùƤƙ Ŏùƙ!ƒĂ ǀƧƒƒþ!ƒ Ŏ5 ǀƦƤƙǆ!ƒ ƘƒƇƒƧηǕƒ ‡ǒǐƵǴ5 ăĂƙʅǆ ǇǅǏ Ĭǐ Ƶ Ǵưŏƒ ýþŏ ƒƦǋĂ

.ʊʅĂƙǆ ăĂƙʅǆ Ăǋ Ǵǌŏ5 ǇǒǐǆǴƶ!ƒ ƧǙǉ ‡ǌηĂ ǇǆǏ ‡ŏƧƬƕ!ƒ þƧƒĂǆ!ƒ

ĭƦù!ƒ ƧǆǕƒ Ü(0,97236 -0,83714) ǇǒƕýǴηǆ!ƒ ƒƦǌ! ‡ŏƧǴŏƶǆ!ƒ ƘǴ5ƒƧơǉǕƒ ƘơĂƒƧƙ þƿĂ

.‡ʅƒƧþ!ƒ ‡ǉŏƵ þƒƧ5ǅ ƇƒƧƈ Ŏ5 ǵƕƧǴǀƙ ǁǴǉǋ ǇǅǏ Ĭǐ Ƶ ýþŏ

:ĬǆƑƙǁƐ üƐƊƨǁƐ Ă‡Ƴ ƕǴƑƜǕƐ

ÝƊǐĭ‡ƊǅƑƴǁƐ þưǆ ƕǋǇƜǋ ƊǆƊǅ ǀƑƴĭǴƊǅǁƐǋ üƇǀǁƐ ƕǴĭþƮ ƳþƟƐƀ Ĭƺ Ɗǐĭ‡ƊǅƑƴǁƐ ƀƐƀƇ ǌǋ‡ƨƊǅ ƑƊǅ

ƇƒþǅăĂƙʅùǆ! ‡ŏƧǴŏƶǆ!ƒ ƘǴ5ƒƧơǉǕƒĂ ‡ǒƕǴʅơ!ƒ ƘǴʊʅĂƙǆ!ƒ ƜƒƧƤƙʅƒ Ǆƙ ýƒƌʅ!ƒ ƒƦǋ Ĭǐ Ƶ ‡ƕǴηǘ!

‡ùŏƧǴŏƶǆ!ƒ ƘǴù5ƒƧơǉǕƒĂ ‡ǒƕǴʅơ!ƒ ƘǴʊʅĂƙǆ!ƒ ơưĂŏ Ŏ!Ǵƙ!ƒ (10) ǄƿƧ ýĂþη!ƒĂ .ý‡‡ ǇǒǐǆǴƶ!ƒ

:ý‡‡ ǇǒǐǆǴƶ!ƒ ƇƒþǅăĂƙʅǆ ƘǕǴηǆ!

(10) üǋƇƜ

(274 =Ǆ) ƕƴƊ‡ƜƊǅ ƀƐƇǕƐ ǀƑǋ‡ƨƊǅ ǀǕƑƜƊǅǁ ƕĭþƑĭƴƊǅǁƐ ǀƑƺƐþƟƐǕƐǋ ƕĭǴƑƨƟǁƐ ǀƑƯƨǋ‡ƊǅǁƐ

ƒĭ‡þ‡ǁƐ	ǌǋ‡ƨƊǅǁƐ	ƸƐþƟƐǕƐ ăþƑĭƴƊǅǁƐ	ƯƨǋƇƊǅǁƐ ĬǴƑƨƟǁƐ	ƀƐƇǕ ǌǋ‡ƨƊǅ
1	ʊʅĂƙǆ	1.25651	3.4293	ǇǒǐǆǴƶ!ƒ ƇƒþǅƵ ‡ƵƧʅ
4	ʊʅĂƙǆ	1.08661	3.3194	ǇǒǐǆǴƶ!ƒ ƇƒþǅƵ Ǆηơ
3	ʊʅĂƙǆ	0.90423	3.3562	ǇǒǐǆǴƶ!ƒ ƇƒþǅƵ ‡ƿþ
2	ʊʅĂƙǆ	0.93252	3.3591	ǇǒǐǆǴƶ!ƒ ƇƒþǅƵ ǀþĂη
ƯƨǋƇƊǅ		**1.044968**	**3.366**	ƕƴƊ‡ƜƊǅ ǀǕƑƜƊǅ‡ǁ ĬǴƑƨƟǁƐ ƯƨǋƇƊǅǁƐ

ǇǴ‡ ƘǴƶŏƕǆ!ƒ Ă ýƤþ!ƒ ‡ƕŏƧư ǀƧƒþ Ŏ5 ǇǒǐǆǴƶ!ƒ ƇƒþǕ ǄǴƶ!ƒ ăĂƙʅǆ!ƒ Ǉƒ (10) ýĂþη!ƒ ǇǒƕŏƧ

Ăǋ Ƈƒþü! ăĂƙʅǆ ĬǐƵǅ ǇǅǏ ƽƕǴʅ!ƒ (10) ýĂþη!ƒ ǇǒƕŏƧ Ǵǆ‡ . 3.366 ǑƕǴʅơ ʊʅĂƙǆƕ Ă ǴʊʅĂƙǆ

ǋǒǐŏ Ü(3.4293) ýǴηǆ!ƒ ƒƦǌ! ǑƕǴʅơ!ƒ ʊʅĂƙǆ!ƒ Ƹǐƕ ‡ŏơ ÜǇǒǐǆǴƶ!ƒ ƇƒþǅƵ ‡ƵƧʅ ýǴηǆƕ ƽǐƶƙŏ Ǵǆŏ5

ƇƒþǕƒ ăĂƙʅǆ ǄǃƑ Ü(3.3591) ǑƕǴʅơ ʊʅĂƕĂ ÜǇǒǐǆǴƶ!ƒ ƇƒþǅƵ ǀþĂη ýǴηǆƕ ƽǐƶƙǆ!ƒ ƇƒþǕƒ ăĂƙʅǆ

ýǤɳǆǳ ƽǆƶǩǆ!ƒ ÇƒþŨƒ ăĂǩʅǆ ǋŏǆŏ Ü(3.3562) ŎǳǤʅơ Ʊʅ ĂǳĂ ÜǇŏǆǆǤƶ!ƒ ÇƒþƊ Ɨpþ ýǤɳǆǳ ƽǆƶǩǆ!ƒ

Ɨùƶǆǩɳǆ ÇƒþŨƒ ƘŬǤɳǆ! ŎǳǤʅơ!ƒ Ʊʅ Ăǩǆ!ƒ Ǥǆƒ .(3.3194) ŎǳǤʅơ Ʊʅ ĂǳĂ ÜǇŏǆǆǤƶ!ƒ ÇƒþƊ Ǆɳơ

ƗŏƧǤŏƶǆ!ƒ ƘǤ5ƒƧơǇŬƒ ƘơĂƒƧǩ þpĂ .ÇƒþŨƒ Ǉǆ Ʊʅ Ăǩǆ ăĂǩʅǆ ĬǆƵ ýþŏ ĂǊĂ Ü(3.366) Ƹǆǳ þǀ5

ƗùǇŏƵ þƒƧù5Ɗ ÇƒƧƈ Ŏù5 ǖùǳƧǤǀǩ ǁǤǇǊ ǇƊ ĬǆƵ ýþŏ ĭŘ!ƒ ƧǆŨƒ Ü(1,25651 -0,90423) Ǉŏǳ

.Ɨʅ ƒƧþ!ƒ

ƘƒƧùǀ5! Ɨʅ ƒƧþ!ƒ ƗǇŏƵ þƒƧ5Ɗ ƘƒƧŏþǀǩ! ƗŏƧǤŏƶǆ!ƒ ƘǤ5ƒƧơǇŬƒĂ ƗŏǳǤʅơ!ƒ ƘǤƱʅĂǩǆ!ƒ ƔǤʅơ Ǆǩ þpĂ

:Ŏ!Ǥǩ!ƒ ĂơǇ!ƒ ĬǆƵ ǋƑǤǩǇ!ƒ ƘǇǤǂ Ɨ ŏơ Üǀþơ ĬǆƵ ýǤɳǆ ýǂ

Ǆǐǂ ǄǐƑyǁǝ ƀɛƍƈ ǳƳþƨ -1

(11) üǊƍƜ

ǀɛþƽƺ ŬǐǄƜ ǄƳ ǳƨɛþƍǁǝ ǳǆǐƳ ƍɛþƺƈ ǀƑǤƑƜŬ ǳǐþƑǐyǄǁǝ ǀƑƺɛþƟǆŬɛǊ ǳǐǤƑƨƟǁǝ ǀƑƯƨǊƗǄǁǝ

(274 =Ǆ) "Ǆǐǂ ǄǐƑyǁǝ ƀɛƍƈ ǳƳþƨ" üƑƜǄ

ƒǐƗþǂǁǝ	ǊǊƗƨǄǁǝ	Ƹ ɛþƟǆŬɛ ăþƑǐyǄǁǝ	ƯƨǊƗǄǁǝ ĬǤƑƨƟǁǝ	Ɣþƽƻǁǝ	!5þǁǝ
2	Ʊʅ Ăǩǆ	0.87495	3.5092	.Ɨ5ǆǩƤǆ!ƒ Ƙűǆǆƶǆ!ƒ ƨǤɳǇƒ Ŏ5 ǇŏǆǆǤƶ!ƒ ƗƵƧʅ ǀþǤŏƨ	22
1	Ʊʅ Ăǩǆ	2.55599	3.5678	.ÇǤƱǳǫ ǇĂþ ǇŏƶɳƒƧǆ!ƒ ƘǤǳǆƱ yǆ ƔĂǤɳǩ!ƒ	23
3	Ʊʅ Ăǩǆ	0.89651	3.3846	.ǤǊƨǤɳǇƒ Ǉǆ ýǌʅŏ ýǂƬǳ ǇŏǆǆǤƶ!ƒ ĬǆƵ ǄǤǌǆ!ƒ ýŏƨĂǩ	24
5	Ʊʅ Ăǩǆ	0.95441	3.3040	.ƗƵƧʅǳ ýǆƶ!ƒ ƨǤɳǇŬ Ɨǆƨű!ƒ ýƑǤʅĂ!ƒĂ ƘpĂ!ƒ Ƨŏ5Ăǩ	25
4	Ʊʅ Ăǩǆ	1.00070	3.3810	ƗƵƧʅ Ĭ!ǫ ĭþƋŏ Ǥǆ ƗǳĂǆƱǆ!ƒ ƘǤǆĂǆƶǆ!ƒ Ĭ!ǫ ýĂƮĂ!ƒ ýŏǌʅǩ .Ɨ5ǆǩƤǆ!ƒ Ƙűǆǆƶǆ!ƒ ƨǤɳǇƒ	26
ƯƨǊƗǄ			**3.4293**	üǀǀ üƑƜǄǂǁ ĬǤƑƨƟǁǝ ƯƨǊƗǄǁǝ	

ǳƳþƨ" ýǤɳǆ ƘƒƧǀ5 ǇƵ ƗǇŏƶ!ƒ þƒƧ5Ɗ ƘǤǳǤɳŬ ŎǳǤʅơ Ʊʅ Ăǩǆ ĬǆƵƊ ǇƊ (11) ýĂþɳ ǇǆƧǊŬŏ

ĂùǊĂ Ü"ÇǤùƱǳǫ ǇĂþ ǇŏƶɳƒƧǆ!ƒ ƘǤǳǆƱ yǆ ƔĂǤɳǩ!ƒ" (23) ǀƧǀ5ǆ! (3.5678) Ƹǆǳ "Ǆǐǂ ǄǐƑyǁǝ ƀɛƍƈ

(25) ǀƧùǀ5ǆ! (3.3040) ŎǳǤʅơ Ʊʅ Ăǩǆ ĬǇƊ ƸǆǳĂ Ǥǆǂ ÜƗǀ5ƒĂǆ!ƒ Ǉǆ ƗƱʅ Ăǩǆ ƗɳƧþ ĬǆƵ ýþŏ

Ǉùǆ ƗƱùʅ Ăǩǆ Ɨùɳƨþ Ĭùǆƶ ýþŏ ĂǊĂ Ü"ƗƵƧʅǳ ýǆƶ!ƒ ƨǤɳǇŬ Ɨǆƨű!ƒ ýƑǤʅĂ!ƒĂ ƘpĂ!ƒ Ƨŏ5Ăǩ"

Ǉùǆ ƗƱùʅ Ăǩǆ Ɨɳƨþ ĬǆƵ ýþŏ ĂǊĂ Ü(3.4293) ýǂǂ ýǤɳǆǆ! ŎǳǤʅơ!ƒ Ʊʅ Ăǩǆ!ƒ ƸǆǳĂ ÜƗǀ5ƒĂǆ!ƒ

.Ɨǀ5ƒĂǆ!ƒ

ꞱùnjɳĂ LJdž ƘǤƶŏŀudž!ƒĂ ýƤϸ!ƒ ꞱŀuŏƧư lƧƑƒϸ Ŏ5 LJŏǁdžǤƶ!ƒ ƇƒϸƊ ꞱƵƧʅ ăĂƙʅdž LJƊ ĬǁƵ ýϸŏ Ǥdždž

.Ʊʅ Ăƙdž ăĂƙʅdž Ănj LJŏǁdžǤƶ!ƒ ƧƱLj

ĭƦù!ƒ ƧdžǕƒ Ü(2,55599 -0,87495) LJŏŀu ýǤɳdž!ƒ ƒƦnj! ꞱŏƧǤŏƶdž!ƒ ƘǤ5ƒƧơLjǕƒ ƘơĂƒƧƙ ϸpĂ

Ŏù5 ƘƙƬùƙ ϸɳĂŏ5 (23) lƧǀ5!ƒ ƒϸƵ Ǥdž .Ʇʅ ƒƧϸ!ƒ ꞱLjŏƵ ϸƒƧ5Ɗ ƇƒƧƈ Ŏ5 ǤŀuƧǤǀƙ ǁǤLjNj LJƊ ĬǁƵ ýϸŏ

. Ʇʅ ƒƧϸ!ƒ ꞱLjŏƵ ϸƒƧ5ƒ ƘǤŀuǤɳƒ

ǄĭꞱǄƑyǁƐ ƀƐơƈ !ƜΘ-2

(12) üNjơƜ

l ƐϸƨƷ ƱĭǄƜ ǄƳ ŀu ƨƐϸơǁƐ ŀudžĭƳ ơƐϸƷƈ l ƑǤƑƜǕ ŀuĭϸƑĭyǄǁƐ l ƑƷƐϸΘdžǗƐNj ŀuĭǤƑƨΘǁƐ l ƑƯƨNjꞱǄǁƐ

(274 =Ǆž) "ǄĭꞱǄƑyǁƐ ƀƐơƈ !ƜΘ" üƑƜǄ

ƒĭꞱϸǁƐ	njNjꞱƨǄǁƐ	ƩƐϸΘdžǗƐ ăϸƑĭyǄǁƐ	ƯƨNjꞱǄǁƐ ĬǤƑƨΘǁƐ	Ƴϸƨ2ǁƐ	!5ϸǁƐ
1	Ʊʅ Ăƙdž	0.86087	3.4745	.ǤNjƧŏƤdƙĂ ƘǕdžǤƶdž!ƒ ǄꞱƒƧƙ Ǆϸ Ƶ	27
6	Ʊʅ Ăƙdž	0.89651	3.2226	.LJŏǁdžǤƶ!ƒ ƾƙǤƵ ĬǁƵ lǤǀǁdž!ƒ ýdžƶ!ƒ ƇǤŀuƵƊ LJdž ƻŏ5Ƥƙ!ƒ	28
2	Ʊʅ Ăƙdž	2.00881	3.3978	.lƧƑƒϸ!ƒ ăƋƧĂ ƻƒϸNjƊ ydž Ǆɳʅ Ljŏ ƨǤɳLjƒ Ǆɳơ Ĭ!ǫ ýĂƮĂ!ƒ	29
5	Ʊʅ Ăƙdž	0.86389	3.2344	.ꞱŏɳǤƙLjǕƒ ăĂƙʅdž yƼƧ Ă LJŏǁdžǤƶ!ƒ Ʇŏdžǀƙ	30
3	Ʊʅ Ăƙdž	0.94030	3.3175	lϸǤŏƨ Ĭ!ǫ ĭϸƋŏ Ǥdž ꞱƙŏϸƠ!ƒ ꞱŏɳĂ!ĂLjꞱƙ!ƒ Ƴŏ!Ǥʅ Ǖƒ ǄƒϸƤƙʅ ƒ .ƨǤɳLjǕƒ Ǆɳơ	31
4	Ʊʅ Ăƙdž	0.94929	3.2701	.ƨǤɳLjǕƒ Ǆɳơ lϸǤŏƨ Ĭ!ǫ ĭϸƋŏ ýꞱƬŀu ƘǤŀuɳĂ!ƒ yŏƨĂƙ	32
ƯƨNjꞱǄ			**3.3194**	üǀǀ üƑƜǄꞱǁ ĬǤƑƨΘǁƐ ƯƨNjꞱǄǁƐ	

!ƜΘ" ýǤɳdž ƘƒƧǀ5 LJƵ Ʇŏƶ!ƒ ϸƒƧ5Ɗ ƘǤŀuǤɳǗ ŎŀuǤʅ ơ Ʊʅ Ăƙdž ĬǁƵƊ LJƊ (12) ýĂϸɳ LJdž ƧnjƱŏ

Ĭ ùǁƵ ýϸùŏ ĂNjĂ Ü"ǤNjƧŏƤdƙĂ ƘǕdžǤƶdž!ƒ ǄꞱƒƧƙ ǄϸƵ" (27) lƧǀ5ǁ! (3.4745) Ʃǁŀu "ǄĭꞱǄƑyǁƐ ƀƐơƈ

ƻ ùŏ5Ƥƙ!ƒ" (28) lƧǀ5ǁ! (3.2226) ŎŀuǤʅ ơ Ʊʅ Ăƙdž ĬLjϸƊ ƩǁŀuĂ Ǥdž Ʇ ÜꞱǀ5ƒĂdž!ƒ LJdž ꞱƱʅ Ăƙdž ꞱɳƧϸ

Ʃùǁŀu Ă ÜꞱùǀ5ƒĂdž!ƒ LJdž ꞱƱʅ Ăƙdž ꞱɳƧϸ ĬǁƵ ýϸŏ ĂNjĂ Ü"LJŏǁdžǤƶ!ƒ ƾƙǤƵ ĬǁƵ lǤǀǁdž!ƒ ýdžƶ!ƒ ƇǤŀuƵƊ LJdž

.Ʇǀ5ƒĂdž!ƒ LJdž ꞱƱʅ Ăƙdž ꞱɳƧϸ ĬǁƵ ýϸŏ ĂNjĂ Ü(3.3194) ýꞱꞱ ýǤɳdžǁ! ŎŀuǤʅ ơ!ƒ Ʊʅ Ăƙdž!ƒ

ꞱùnjɳĂ LJdž ƘǤƶŏŀudž!ƒĂ ýƤϸ!ƒ ꞱŀuŏƧư lƧƑƒϸ Ŏ5 LJŏǁdžǤƶ!ƒ ƇƒϸƊ Ǆɳơ ăĂƙʅdž LJƊ ĬǁƵ ýϸŏ Ǥdždž

.Ʊʅ Ăƙdž ăĂƙʅdž Ănj LJŏǁdžǤƶ!ƒ ƧƱLj

ǐ Ʀù!ƒ ƧďžǕƒ Ü(2,00881 -0,86087) ǇǑƕ ýǴɳďž!ƒ ƒƦǌ! ƗǒƧǴǒƶďž!ƒ ƘǴƼƒƧơǇǕƒ ƘơǍƒƧƙ ƥpǍ

ƻƒƧơǇǕƒ ƩǚƕƗǒơ(29) ƖƧƖƽ!ƒ ƒƥƵ Ǵďž .ƗƪƒƧƥ!ƒ ƗǇǒƵ ƥƒƧƽƊ ǇƒƧǇ Ǒƽ ǺƕƧǴƖƙ ǁǴǇǋ ǇƊ ǏǚƵ ýƥǒ

. ƗƪƒƧƥ!ƒ ƗǇǒƵ ƥƒƧƽƒ ƘǴƕǴɳƒ ƘƙƬƙ ǏǚƵ ýƥǒ ǐ Ʀ!ƒ Ǎ (2.00881) ǐ ƧǴǒƶďž!ƒ

DžǐƗDžǑƑƴǁƐ ƀƐƣǇ ƕƽƣ -3

(**13**) üǋƣǁ

ƖƐƥȿƺ ƱǐDžǁ DžƳ ƕƨƐƥƣǁƐ ƕǚǐƳ ƣƐƥƺǇ ƖƑǴƑǁǕ ƕǐƥƑǐƴDžǁƐ ƖƑƺƐƥƟǚǕƐǋ ƕǐǴƑƨƟǁƐ ƖƑƯƨǋƗDžǁƐ

(**274** =Dž) "DžǐƗDžǑƑƴǁƐ ƀƐƣǇ ƕƽƣ" üƑǁDž

ƒǐƗƥƗǁƐ	ǌǋƗƨDžǁƐ	ƺƐƥƟǚǕƐ ǎƥƑǐƴDžǁƐ	ƯƨǋƗDžǁƐ ǏǴƑƨƟǁƐ	ƴƥȿƻǁƐ	!ƽƥǁƐ
1	ƱƪǍƙďž	0.93381	3.4599	.ǇƒƥǕƒ Ǒƽ ƗǒǃǴƵ Ɨƥƥ ǇǴďžư	33
3	ƱƪǍƙďž	0.87654	3.3431	.ƗǒǒƧư!ƒ ƘǛďžǴƶďž!ƒ Ǒƽ ǇǴƱƤƊ ƗǍƥơ ǅƥƵ	34
3	ƱƪǍƙďž	0.88486	3.3431	.ýďžƶ!ƒ ƨǴɳǇƒ Ǒƽ ƟǍưǍ!ƒ Ǎ ƗǒƼǴƽƬ!ƒ ƨƒƧƕ	35
4	ƱƪǍƙďž	0.89269	3.2664	.ǇǴƱƤƊ ƗǍƥơ ǐƥǴƽƙ! ǇǒǁďžǴƶǁ! ýďžƶ!ƒ ƗǁǒƧƱ ƠǒưǍƙ	36
2	ƱƪǍƙďž	0.93325	3.3686	.ǴǌƙơƮ ǇďžƥƗďžǁ! ƗǒǒƧư!ƒ ƘǛďžǴƶďž!ƒ ƗƶɳƒƧďž	37
ƯƨǋƗDž			**3.3562**	üǁǁ üƑǁDžƗǁ ǏǴƑƨƟǁƐ ƯƨǋƗDžǁƐ	

ƕøƽƣ" ýǴɳďž ƘƒƧƖƼ ǇǏ ƗǇǒƵ!ƒ ƥƒƧƽƊ ƘǴƕǴɳǕ ǑƕǴƪơ ƱƪǍƙďž ǏǚƵƊ ǇƊ (13) ýǍƥɳ Ǉďž ƧǌƱǒ

ƗùɳƧƥ ǏǚƵ ýƥǒ ǍǋǍ Ü"ǇƒƥǕƒ Ǒƽ ƗǒǃǴƵ Ɨƥƥ ǇǴďžư" (33) ƖƧƖƽǁ! (3.4599) ƩǚƕƗ "DžǐƗDžǑƑƴǁƐ ƀƐƣǇ

ƗùǁǒƧƱ ƠǒưǍƙ" (36) ƖƧƖƽǁ! (3.2664) ǑƕǴƪơ ƱƪǍƙďž ǏǇƥƊ ƩǚƕǍ ǴďžƗ ÜƗǁƼƒǍďž!ƒ Ǉďž ƗƱƪǍƙďž

ƱƪǍƙďž!ƒ ƩǚƕǍ ÜƗǁƼƒǍďž!ƒ Ǉďž ƗƱƪǍƙďž ƗɳƧƥ ǏǚƵ ýƥǒ ǍǋǍ Ü"ǇǴƱƤƊ ƗǍƥơ ǐƥǴƽƙ! ǇǒǁďžǴƶǁ! ýďžƶ!ƒ

.ƗǁƼƒǍďž!ƒ Ǉďž ƗƱƪǍƙďž ƗɳƧƥ ǏǚƵ ýƥǒ ǍǋǍ Ü(3.3562) ýƗƗ ýǴɳďžǁ! ǑƕǴƪơ!ƒ

ƧùƱǇ ƗǌɳǍ Ǉďž ƘǴƶǒƕďž!ƒǍ ýƤƥ!ƒ ƗƕǒƧư ƖƧƑƒƥ Ǒƽ ǇǒǁďžǴƶ!ƒ ǇƒƥƊ Ɨƥƥ ǎǍƙƪďž ǇƊ ǏǚƵ ýƥǒ Ǵďžďž

.ƱƪǍƙďž ǎǍƙƪďž ǍǋǇǒǁďžǴƶ!ƒ

ǐ Ʀù!ƒ ƧďžǕƒ Ü(0,93381 -0,87654) ǇǑƕ ýǴɳďž!ƒ ƒƦǌ! ƗǒƧǴǒƶďž!ƒ ƘǴƼƒƧơǇǕƒ ƘơǍƒƧƙ ƥpǍ

.ƗƪƒƧƥ!ƒ ƗǇǒƵ ƥƒƧƽƊ ǇƒƧǇ Ǒƽ ǺƕƧǴƖƙ ǁǴǇǋ ǇƊ ǏǚƵ ýƥǒ

DžĭǂDŽƑyƜ ƀƐƣƈ ƔƣNjƜ -4

(14) üNjƣƜ

ǀƐƥƽƺ UĭDŽƜ DžƳ ƅƨƐƥƣƜ ƅdžĭƳ ƣƐƥƺƈ ǀƑƓƑƜǕ ƅĭƥƑĭyDŽƜ ǀƑƺƐƥƟdžǗƐNj ƅĭƓƑƨƟƜ ǀƑƯƨNjǂDŽƜ

(274 =Dž) "DžĭǂDŽƑyƜ ƀƐƣƈ ƔƣNjƜ" üƑƜDž

ƒĭǂƥƜ	njNjǂƨDŽƜ	ƺƐƥƟdžǗƐ ăƥƑĭyDŽƜ	ƯƨNjǂDŽƜ ĬƓƑƨƟƜ	ƔƥƽƜ	!ƽƥƜ
1	ƱƪĂkdž	.87242	3.5511	.ǂő!ƓƵ ƖƥĂƞ ƘƒƦ ǂőƅőƧ ư ƘƓdžƥƤ Džőƥǀk	38
2	ƱƪĂkdž	.96146	3.3504	.Dž!ƓƶƦ!ƒ Ŏ5 ǂőƅőƧ ư !ƒ ƧőőƓƶdž!ƒ ǂ ƥơƒ ƴdž ŎƬƓdžk!ƒ	39
3	ƱƪĂkdž	.91142	3.3321	.ƇƒƥǕƒ ƖƥĂƞ LJƓdž ư ! ǂőƅőƧƥk ƘƒƧĂƥ ƥǀƵ	40
5	ƱƪĂkdž	.94946	3.2409	ƖƥĂƞ LJőƪơk! LJőƶƞƒƧdž!ƒ ƘƓơƒƧkƥƒĂ ƇƒƧDžƅ ƦƤǕƒ .ƇƒƥǕƒ	41
4	ƱƪĂkdž	.96787	3.3212	ƘƓőĂkƪdž ĬőƵD Ɣƪơƴdžƶő! ǂƙőƥơ!ƒ ǋdžƒƧƅ!ƒ ƽőƅƱk .LJƓǀkǕƒ Ă ƖƥĂƞ!ƒ	42
ƯƨNjǂDŽ		**3.3591**		üǀǀ üƑƜDžǂƜ ĬƓƑƨƟƜ ƯƨNjǂDŽƜ	

ƔƣNjøƜ" ƴƓƞdž ƘƒƧǀ5 LJƵ ǂljőƶ!ƒ ƥƒƧ5D ƘƓƅƓƞǗ ŎƅƓƪơ ƱƪĂkdž ĬőƵD LJD (14) ƴĂƥƞ LJdž ƧnjƯő

ƴƥù ő ĂNjĂ Ü"ǂő!ƓƵ ƖƥĂƞ ƘƒƦ ǂőƅőƧ ư ƘƓdžƥƤ Džőƥǀk" (38) ǀƧǀ5ő! (3.5511) ƺőƅ "DžĭǂDŽƑyƜ ƀƐƣƈ

ƦƤǕƒ" (41) ǀƧǀ5ő! (3.2409) ŎƅƓƪơ ƱƪĂkdž ĬljƥD ƺőƅĂ Ɠdžǂ Üǂǀ5ƒĂdž!ƒ LJdž ǂƱƪĂkdž ǂƞƧƥ ĬőƵ

Üǂùǀ5ƒĂdž!ƒ LJdž ǂƱƪĂkdž ǂƞƧƥ ĬőƵ ƴƥő ĂNjĂ Ü"ƇƒƥǕƒ ƖƥĂƞ LJőƪơk! LJőƶƞƒƧdž!ƒ ƘƓơƒƧkƥƒĂ ƇƒƧDžƅ

.ǂǀ5ƒĂdž!ƒ LJdž ǂƱƪĂkdž ǂƞƧƥ ĬőƵ ƴƥő ĂNjĂ Ü(3.3591) ƴǂǂ ƴƓƞdžő! ŎƅƓƪơ!ƒ ƱƪĂkdž!ƒ ƺőƅĂ

ǂùnjƞĂ LJùdž ƘƓƶőƅdž!ƒĂ ƴƤƥ!ƒ ǂƅőƧ ư ǀƧƑƒƥ Ŏ5 LJőǀdžƓƶ!ƒ ƇƒƥD ƖƥĂƞ ăĂkƪdž LJD ĬőƵ ƴƥő Ɠdždž

.ƱƪĂkdž ăĂkƪdž ĂNj LJőǀdžƓƶ!ƒ ƧƯlj

ĭƦù!ƒ ƧdžǕƒ Ü(0,96787 -0,87242) LJőƅ ƴƓƞdž!ƒ ƒƦnj! ǂőƧƓőƶdž!ƒ ƘƓ5ƒƧơljǕƒ ƘơĂƒƧk ƥƤĂ

.ǂƪƒƧƥ!ƒ ǂljőƵ ƥƒƧ5D ƇƒƧƈ Ŏ5 ƅƧƓǀk ǁƓljNj LJD ĬőƵ ƴƥő

[illegible]

[illegible]

[illegible]

[illegible] (Regression) [illegible]

[illegible]

[illegible]

[illegible]

(15) [illegible]

[illegible]

F	[illegible] (R^2)	[illegible] (R)	t	Beta	B	[illegible] (Sig.)	[illegible]
153.576	0.631	0.794	1.882	.112	.129	0.061	[illegible]
			5.000	.340	.353	0.000	[illegible]
			7.480	.416	.379	0.000	[illegible]
						0.000	[illegible]

[illegible] (**15**) [illegible]:

- [illegible] (R) [illegible] (0.794) [illegible].

- [illegible] (R^2) [illegible] (0.631) [illegible]

ǑùǋǊ (ýù‡‡ LJöǋdžǤùƺ!ƒ ƇƒƥƊ) yǹǤùƙ!ƒ Ƨùǒƺƙdž!ƒ Ǒ5 ƗǋƮǤơ!ƒ ƘƒƧǒƺƙ!ƒ LJdž (ƘǤƺǒƕdž!ƒǍ

yǹǤùƙ!ƒ Ƨùǒƺƙdž!ƒ Ǒ5 ƗǋƮǤơ!ƒ ƘƒƧǒƺƙ!ƒ LJdž (%36.9) ǋƙƕƪǈ Ǥdž ǁǤǈǋ LJƊǍ Ü(%63.1)

.ăƧƤƊ ýdžƒǍƵ ǉƧƪƽƙ

ƥƧƒǍùdž!ƒ Ɨùǒdžǈƙ ƘƒƇƒƧùƞǫǍ ÜýƤƥ!ƒ ƗƕǒƧư ƘƒƇƒƧƞǫ:LJdž ý‡!α Ɨ!Ǚƥ!ƒ ăǍƙƪdž Ɨdžǒƿ Ƙƺǋƕ -

ăǍƙƪùdž ƥùǈƵ ǤǒƑǤƮùơǫ Ɨ!ƒƥ Ɗǒƿ ǑǋǍ ÜǑ!ƒǍƙ!ƒ Ǐǋƶ (0.000)Ǎ Ü(0.000) ƗǒƧƬƕ!ƒ

ƘǤùƺǒƕdž!ƒ ƗƕǒƧù ư ƘƒƇƒƧƞǕα Ɨ!Ǚƥ!ƒ ăǍƙƪdž Ɨdžǒƿ Ƙƺǋƕ ǤdžǈǰƕÜ(0,05 ≥α) Ɨ!Ǚƥ!ƒ

.(0,05 ≥α) Ɨ!Ǚƥ!ƒ ăǍƙƪdž ƥǈƵ ǤǒƑǤƮơǫ Ɨ!ƒƥ Ƨǒƴ Ɨdžǒƿ ǑǋǍ Ü(0.061)

ƥùǈƵ ǤǒƑǤƮùơǫ Ɨù!ƒƥ Ɨdžǒƿ Ǒǋ Ü(0,000) Ɨƺdžƙƞdž ƘƒƇƒƧƞǘ!α Ɨ!Ǚƥ!ƒ ăǍƙƪdž Ɨdžǒƿ Ƙƺǋƕ -

.(0,05 ≥α) Ɨ!Ǚƥ!ƒ ăǍƙƪdž

: ƀƐǫǕƐ ƕƳƥƨ Ǎ‡Ƴ ǀƑyǐǤƊǕǁƐ ǋ ǖǇǫǁƐ ƕǤǐƥƮ ǀƐƀƐƥǄ ƕǐ‡ƳƑƺ ƥƙǒ . **1**

(16) ǖǋǫǄ

ƊǒǫƥǚƐ Ǐƺ ǀƑyǐǤƊǕǁƐǋ ǖǇǫǁƐ ƕǤǐƥƮ ǀƐƀƐƥǄ ƕǐ‡ƳƑƺ ǌǋǈƗƨƊǕ ƥƙǗ ǏƯǇǁƐ ƥƐǫƟǜǕƐ ǖǐ‡ƟƗ ƛƏƑƗǜ

Ɗǐ‡ƊǕƑyǁƐ ƀƐǫǒ ƕƳƥƨ ǌǋǈƗƨƊǕ Ǎ‡Ƴ

F	ƕƊǕǐƽ (R^2)	ƕƊǕǐƽ (R)	T	Beta	B	ƕƊǕǐƽ (Sig.)	ƥǐƴƗƊǕǁƐ
72.478	0.447	0.669	2.634	.193	.283	0.009	ƗƕǒƧư ƘƒƇƒƧƞǫ ƘǤƺǒƕdž!ƒ
			2.202	.184	.244	0.029	ýƤƥ!ƒ ƗƕǒƧư ƘƒƇƒƧƞǫ
			5.331	.364	.424	0.000	ƥƧƒǍdž!ƒ Ɨǒdžǈƙ ƘƒƇƒƧƞǫ ƗǒƧƬƕ!ƒ
						0.000	Ɨƺdžƙƞdž ƘƒƇƒƧƞǕƒ

:Ǐ‡ǐ ƑƊǕ ƑǕǁ ƊǐǤƗǐ (**16**) !ƽƥ ǖǋǫǄǁƐ ǖǘǇ ƊǕƊǕ

ƗƕǒƧù ư ƘƒƇƒƧùƞǫ)ƘǤùƺǒƕdž!ƒǍ ýƤƥ!ƒ ƗƕǒƧư ƘƒƇƒƧƞǫ ƗǒǋƵǤ5 LJǒƕ (R) ƱǤƕƙƧǙƒ ýdžǤƺdž Ƹǋƕ -

LJöǋdžǤƺ!ƒ ƇƒƥƊ ƗƵƧƪǍ (ƗǒƧƬƕ!ƒ ƥƧƒǍdž!ƒ Ɨǒdžǈƙ ƘƒƇƒƧƞǫǍ ÜýƤƥ!ƒ ƗƕǒƧư ƘƒƇƒƧƞǫ ÜƘǤƺǒƕdž!ƒ

.LJǒƧǒƺƙdž!ƒ LJǒƕ ƗǒǍƿǍ ƗƕƞǍdž ƱǤƕƙƧƒ ǀǍƿ Ǐǋƶ ýƥö Ǥdždž Ü(0.669)

- ƾǀǚ ƽƿǂ ƽǀǂǃ ƹǟ ƪ (R²) ƵƼƽ ƪǀǂǃ ƬǛƺ ƽǀǂǃƹǚǄ(ƽƿǂ ƪǀǂǃ ƬǛƺ ƽƿǂ ƪǀǂǃƹǚǄ ƽƿǂ ƪǀǂǃƹǚǄ

ǄƪƬƺǚǄ ƪǀǂǃ ƪǀǂǃ Ǆƹǚ (ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƬƺǚǄ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ǄƬƺǚǄ

(%44.7) ǄƬƺǚ ƪǀǂ ƪǀ ƪǀǂ ƪǀǂǃ ƪǀǂǃ (ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƬƺǚǄ ƪǀǂǃ ƪǀǂǃ ƬƺǚǄ)

ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ (ƪǀǂǃ ƪǀǂǃ) ƪǀ (%44.7) Ǆƪǀ ƪǀǂǃ ƪǀǂǃ

ƪǀǂǃ (%55.3) ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ .

- ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂ :ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ

ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ (0.009)Ǆ(0.029)Ǆ(0.000) ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ

ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ (0,05 ≥α).

- ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ (0,000)Ǆ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ
ƪǀǂǃ (0,05 ≥α).

2 . ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ :

ƪǀǂǃ (17)

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ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ

F	ƪǀǂǃ (R^2)	ƪǀǂǃ (R)	t	Beta	B	ƪǀǂǃ (Sig.)	ƪǀǂǃ
83.047	0.480	0.693	1.658	.117	.149	0.099	ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ
			2.116	.171	.196	0.035	ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ
			7.070	.467	.469	0.000	ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ
						0.000	ƪǀǂǃ ƪǀǂǃ

ƪǀǂǃ ƪǀǂǃ (**17**) ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ :

- ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ (R) ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ

ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ (ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ

(0.693)Ǆ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ ƪǀǂǃ.

ƚŀǎƨùư ƘƒƇƒƨùƞǫ)ƘƠùžǒŀǆž!ƒĂ ýƤƥ!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ ƚǒǁƵƓ5 ǈǑŀ (R^2) ƥǒƥơk!ƒ ýǆžƓžǆž Ƹǁŀ -

ǈǑǁǆžƓùž!ƒ ƇƒƥƊ ǅžƞơĂ (ƚǒƧƬŀ!ƒ ƥƨƒĂǆž!ƒ ƚǒǆžǉk ƘƒƇƒƨƞǫĂ ÜýƤƥ!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ ÜƘƠžǒŀǆž!ƒ

ǈùǆž (ƘƠžǒŀǆž!ƒĂ ýƤƥ!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ) ýǀkƪǆž!ƒ ƨǒƺkǆž!ƒ ǉƨƪƽǒ Ɠǆž ƚŀƪǉ ǈƊ ǏǉžǆžŀÜ(%48)

ǊǨŀƪùǉ Ɠǆž ǁƓǉǊ ǈƊĂ Ü(%48) ǑǊĂ (ǈǑǁǆžƓž!ƒ ƇƒƥƊ ǅžƞơ) ýǹƓk!ƒ ƨǒƺkǆž!ƒ Ǒ5 ƚǁƬƓơ!ƒ Ƙƒƨǒƺk!ƒ

.ăƨƤƊ ýǆžƒĂƵ ǉƨƪƽk ýǹƓk!ƒ ƨǒƺkǆž!ƒ Ǒ5 ƚǁƬƓơ!ƒ Ƙƒƨǒƺk!ƒ ǈǆž (%52)

ƥƨƒĂùǆž!ƒ ƚùǒǆžǉk ƘƒƇƒƨùƞǫĂ ÜýƤƥù!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ:ǈǆž ý‡!α ƚ!Ǔƥ!ƒ ăĂkƪǆž ƚǆžǒƥ Ƙƺǁŀ -

ƚù!Ǔƥ!ƒ ăĂkƪùǆž ƥǉƵ ƓǒƑƓƬơǫ ƚ!ƒƥ ǅǒƥ ǑǊĂ ÜǑ!ƒĂk!ƒ Ǐǁƶ (0.000)Ă Ü(0.035) ƚǒƧƬŀ!ƒ

ǑǊĂ Ü(0.099) ƘƠžǒŀǆž!ƒ ƚŀǎƨư ƘƒƇƒƨƞǗα ƚ!Ǔƥ!ƒ ăĂkƪǆž ƚǆžǒƥ Ƙƺǁŀ ƓǆžǉǑŀ Ü(0,05 ≥α)

.(0,05 ≥α) ƚ!Ǔƥ!ƒ ăĂkƪǆž ƥǉƵ ƓǒƑƓƬơǫ ƚ!ƒƥ ƨǒƺ ƚǆžǒƥ

ăĂkƪǆž ƥǉƵ ƓǒƑƓƬơǫ ƚ!ƒƥ ƚǆžǒƥ ǑǊ Ü(0,000) ƚžǆžkƞǆž ƘƒƇƒƨƞǘ!α ƚ!Ǔƥ!ƒ ăĂkƪǆž ƚǆžǒƥ Ƙƺǁŀ -

.(0,05 ≥α) ƚ!Ǔƥ!ƒ

: ƅƐƣǗƐ ŀƨƣ ǌǊǉƚƨǅž Ă‡Ƴ ǈƑƴǏƓǅžǁƐ ǊǏ üƠƣǁƐ ŀƓǏƥƬ ǈƐƅƐƥǁǁ ŀǏ‡ƳƑƺ ǌǊǉƚƨǅž ƥkƐ . **3**

(18) üǊƣǁǁ

ǅžƣƥǓƐ Ǐƺ ǈƑƴǏƓǅžǁƐǊ üƠƣǁƐ ŀƓǏƥƬ ǈƐƅƐƥǁǁ ŀǏ‡ƳƑƺ ǌǊǉƚƨǅž ƥkǓ ǏƯƠǁƐ ƥƐƣƟǆžǓƐ üǏ‡Ɵƚ ƛƏƑƚǆž

ǅžǏ‡ǅžƑƴǁƐ ƅƐƣƈ ŀƨƣ ǌǊǉƚƨǅž Ă‡Ƴ

F	ŀǅžǏƨ (R^2)	ŀǅžǏƨ (R)	t	**Beta**	**B**	ŀǅžǏƨ (Sig.)	ƥǏƸƚǅžǁƐ
111.9	0.5 54	0.744	.588	0.039	.047	0.557	ƘƠžǒŀǆž!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ
			6.41	.479	.524	0.000	ýƤƥ!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ
			4.62	.283	.271	0.000	ƥƨƒĂǆž!ƒ ƚǒǆžǉk ƘƒƇƒƨƞǫ ƚǒƧƬŀ!ƒ
						0.000	ƚžǆžkƞǆž ƘƒƇƒƨƞǗƒ

:Ǐ‡Ǐ ƑǅžƑǁǁ ǅžǏƓ‡Ǐ (**18**) !ƽƥ üǊƣǁǁǁƐ üǘƠ ǅžǅž

ƚŀǎƨùư ƘƒƇƒƨùƞǫ)ƘƠùžǒŀǆž!ƒĂ ýƤƥ!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ ƚǒǁƵƓ5 ǈǑŀ (R) ƱƓŀkƨǓƒ ýǆžƓžǆž Ƹǁŀ -

ǈǑǁǆžƓùž!ƒ ƇƒƥƊ ƚùƿƥĂ (ƚǒƧƬŀ!ƒ ƥƨƒĂǆž!ƒ ƚǒǆžǉk ƘƒƇƒƨƞǫĂ ÜýƤƥ!ƒ ƚŀǎƨư ƘƒƇƒƨƞǫ ÜƘƠžǒŀǆž!ƒ

.ǈǑƨǒƺkǆž!ƒ ǈǑŀ ƚǒĂƿĂ ƚŀƞĂǆž ƱƓŀkƨƒ ǈĂƿ Ǐǁƶ ýƥǒ Ɠǆžǆž Ü(0.744)

- ƩǀǚǃƿƩ ǍŽǀǣƼ (R^2) ƾƾƸſƅ ƓƟƅƘ ƾƘƸſƅ ƓƟƅƘ ƇƴƯƆ ƒƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ

ƇƾƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ ƗƁ ƾƘƸſƅ ƓƟƅƘ ƿǉſƅ ƶſƅ ƇƾƸſƅ ƓƟƅƘ ǃƿƩ ǍŽǀǣƼ

(ƇƾƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ) ƔƴƅƘ ƉƓƾƅƘ ƺƘƻ ƇǀƘ Ǝƺ ƓƏƺ ƍƴƏǎƾǀ(%55.4)

ƇǀƘ ƼƹƉƿ ƏƺƘ Ǝ(%55.4) ƁƿƘ (ƇƾƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ) ƔƴƅƘ ƉƓƾƅƘ Ɓƶ ƧƟƾƸƅƘ ƒƘƉƾƅƘ ƏƘƓ

.ƗƉƇƹ ƔƏƘƬ ƺƘƻ ƔƴƅƘ ƉƓƾƅƘ Ɓƶ ƧƟƾƸƅƘ ƒƘƉƾƅƘ ƏƘƓ (%44.6) ƍƺƘƻ

- ƇƾƸſƅ ƓƟƅƘ ƇƾƸƽƅƘ ƗƁ ƾƘƸſƅ ƓƟƅƘ ƿǉſƅ:ƇƘƓ ƔƇƘ ƇƾƘƁƅƘ ƗƘƺƻƓ ƇƓƅƘ ƒƘƸƅ

ƇƾƘƁƅƘ ƗƘƺƻƓ ƾƉƏ ƇƾƉƇƸƿ ƇƘƾ ƍƅƾ ƁƿƘ ƎƁƘƺƅƘ ƍƏƏ (0.000)Ƙ Ǝ(0.000) ƇƾƸƽƅƘ

ƁƿƘ Ǝ(0.557) ƇƾƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ ƇƾƘƁƅƘ ƗƘƺƻƓ ƇƓƅƘ ƒƘƸƅ ƇƏƸƅƓ Ǝ(0,05 ≥α)

.(0,05 ≥α) ƇƾƘƁƅƘ ƗƘƺƻƓ ƾƉƏ ƇƾƉƇƸƿ ƇƘƾ ƓƾƏ ƇƓƅƘ

- ƗƘƺƻƓ ƾƉƏ ƇƾƉƇƸƿ ƇƘƾ ƇƓƅƘ ƁƿƘ Ǝ(0,000) ƇƴƏƻƓ ƖƘƸƿƅƘ ƇƾƘƁƅƘ ƗƘƺƻƓ ƇƓƅƘ ƒƘƸƅ

.(0,05 ≥α) ƇƾƘƁƅƘ

4. ƾƘƸƿ ƇƓƅƘ ƇƘƸƸ ƇƾƘƸƿƅƘ ƖƘƸƸ ƇƸƏƅƘ ƇƏƸƏƅƘ ƔƇƘƁ ƍƸƓ ƇƾƘƁ :

(19) ƍƅƘƸƅ

ƇƅƘƿƅƘ ƍƸ ƇƸƏƅƘ ƇƾƉƸƅƘ ƔƸƏ ƇƸƿƘƸƅ ƇƴƾƸƅƘ ƇƏƸƏƅƘ ƔƇƘƁ ƍƸƓ ƍƸƅƘ ƇƾƘƸƸƅƘ ƍƇƏƅ ƇƾƘƅƘ

ƇƾƏƅƘƸƅƘ ƾƘƸƿ ƇƓƅƘ ƔƇƘƁ

F	ƇƏƸƓ (R^2)	ƇƏƸƓ (R)	t	**Beta**	**B**	ƇƏƸƓ (Sig.)	ƇƸƾƏƅƘ
110.7	0.552	0.743	.405	.027	.033	0.685	ƇƾƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ
			5.724	.430	.481	0.000	ƔƘƸſƅ ƓƟƅƘ
			5.612	.344	.338	0.000	ƇƾƸſƅ ƓƟƅƘ ƇƾƸƽƅƘ ƇƾƸƽƅƘ
						0.000	ƇƸƏƅƘ ƇƏƸƏƅƘ

:ƍƇƾ ƾƘƸ ƾƘƸƿ (**19**) ƾƘƸ ƍƅƘƸƅƘ ƍƸƸ ƇƾƸƾ

- ƩǀǚǃƿƩ ǍŽǀǣƼ (R) ƇƾƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ ƒƘǀǊƿƾǎƅƘ ƔƘƸſƅ ƓƟƅƘ ƇƴƯƆ ƔƸƓƸƸƅ ƇƾƸƾ

ƇƾƘǀǊƿƾǎƅƘ ƖƘƸſƅ ƓƟƅƘ ƗƁ ƾƘƸſƅ ƓƟƅƘ ƿǉſƅ ƶſƅ ƇƾƸſƅ ƓƟƅƘ ƍƸƏƘ (ƇƾƸƽƅƘ

.ƇƾƘƸƾƅƘ ƇƓƏƘ ƇƴƾƸ ƇƸƏƅƘ ƔƸƓƸƸƅ ƍƸƏ ƍƇƏ ƔƸƏ ƇƾƏƅ Ǝ(0.743)

ƗƵǎƧùư ƘƒƇƒƧùƞƺ)ƘƓùƶǒƕǆ!ƒĂ ýƤƥ!ƒ ƗƵǎƧư ƘƒƇƒƧƞƺ ƗǒǁƵƓ5 ǇǑƕ (R^2) ƥǒƥơƙ!ƒ ýǆƓƶǆ Ƹǁƕ -

ǇǑǁǆƓùƶ!ƒ ƇƒƥƊ ǉƥĂƞĂ (ƗǒƧƬƕ!ƒ ƥƧƒĂǆ!ƒ ƗǒǆǇƙ ƘƒƇƒƧƞƺĂ ÜýƤƥ!ƒ ƗƵǎƧư ƘƒƇƒƧƞƺ ÜƘƓƶǒƕǆ!ƒ

(ƘƓùƶǒƕǆ!ƒĂ ýƤƥ!ƒ ƗƵǎƧư ƘƒƇƒƧƞƺ) ýǀƙƪǆ!ƒ ƧǒƺƙǆǄ!ƒ ǉƧƪ5ǒ Ɠǆ ƗƕƪǇ ǇƊ ǏǇƶǆƕÜ(%55.2)

Ɠǆ ǁƓǇǋ ǇƊĂ Ü(%55.2) ǑǋǇ (ǇǑǁǆƓƶ!ƒ ƇƒƥƊ ǉƥĂƞ) ýƞƓƙ!ƒ ƧǒƺƙǆǄ!ƒ Ǒ5 ƗǁƬƓơ!ƒ ƘƒƧǒƺƙ!ƒ ǇƊǆ

.ăƧƤƊ ýǆƒĂƵ ǉƧƪ5ƙ ýƞƓƙ!ƒ ƧǒƺƙǆǄ!ƒ Ǒ5 ƗǁƬƓơ!ƒ ƘƒƧǒƺƙ!ƒ ǇƊǆ (%44.8) ǊƙƕƪǇ

ƥƧƒĂùǆ!ƒ ƗùǒǆǇƙ ƘƒƇƒƧùƞƺĂ ÜýƤƥù!ƒ ƗƵǎƧư ƘƒƇƒƧƞƺ:ǇƊǆ ýƗ!α Ɨ!Ǖƥ!ƒ ăĂƙƪǆ ƗǆǒƤ ƘƸǁƕ -

Ɨù!Ǖƥ!ƒ ăĂƙƪùǆ ƥǇƵ ƓǒƑƓƬơƺ Ɨ!ƒƥ ǆǒƤ ǑǋǇĂ ÜǑ!ƒĂƙ!ƒ ǏǁƵ (0.000)Ă Ü(0.000) ƗǒƧƬƕ!ƒ

ǑǋǇĂ Ü(0.685) ƘƓƶǒƕǆ!ƒ ƗƵǎƧư ƘƒƇƒƧƞǗα Ɨ!Ǖƥ!ƒ ăĂƙƪǆ ƗǆǒƤ ƘƸǁƕ ƓǆǇǑƕ Ü(0,05 ≥α)

.(0,05 ≥α) Ɨ!Ǖƥ!ƒ ăĂƙƪǆ ƥǇƵ ƓǒƑƓƬơƺ Ɨ!ƒƥ Ƨǒƺ ƗǆǒƤ

ăĂƙƪǆ ƥǇƵ ƓǒƑƓƬơƺ Ɨ!ƒƥ ƗǆǒƤ ǑǋǇ Ü(0,000) ƗƶǆƙƞǆƘƒƇƒƧƞǘ!α Ɨ!Ǖƥ!ƒ ăĂƙƪǆ ƗǆǒƤ ƘƸǁƕ -

.(0,05 ≥α) Ɨ!Ǖƥ!ƒ

:ƲƓƐƥǁƐ üƐƊƨǁƐ ĂƗƳ ƕƓƑƜǗƐ

ƕǏƗƳƑƺ ǈǋƗƨƊǆ Ǐƺ(0,05≥**α**) ƕǁǗƠǁƐ ǈǋƗƨƊǆ ƠǆƳ ƕǏƏƑƬƟƎ ƕǁǗƠ ǀƐƤ 5ǋƥƺ ƠǁǋƗ ülj

ƳƕǏƸǏưǋǁƐǋ ƕǏƬƠƪǁƐ ǀƐƥǏƸƗƊƗǁ ǈǋƦƗ ǀƑǏƓƊƗǁƐǋ üƠƠǁƐ ƕƓǏƥƬ ǀƐƅƐƥƜǁƐ

One) ƧƓƙƤƒĂ (Independent t- test) ƧƓƙƤƒ ǆƒƥƤƙƪƒ ƫǒƧƵ ǇƸ ýƒƊƪ!ƒ ƒƦǋ ƧƓƙƤƒ ǆƙ

:ǑǁǒǆƓƗ ǋƑƓƙǇ!ƒ ƘǇƓƗĂ Ü(Way ANOVA

1 . ƧǆƜǁƐ :

(20) üǋƠƜ

(ƧǆƜǁƐ) ƲƓƐƥǁƐ üƐƊƨǁƐ (**Independent t- test**) ƥƑƓƗƠǁƐ ƛƏƑƗǆ

ǈǋƗƨƊǆ ƕǁǗƠǁƐ	(**t**) ƕǆǏƽ	ƱƨǋƗƊǁƐ ǏƓƑƨƟǁƐ	ƧǆƜǁƐ	üƑƜƊǁƐ
0.225	1.215	3.4610	ƧƗƦ	ƘƓƶǒƕǆ!ƒ ƗƵǎƧư ƘƒƇƒƧƞƺ
		3.3664	ǏƛǇƊ	
0.199	1.286	3.3992	ƧƗƦ	ýƤƥ!ƒ ƗƵǎƧư ƘƒƇƒƧƞƺ
		3.2882	ǏƛǇƊ	
0.161	1.407	3.3544	ƧƗƦ	ƗǒƧƬƕ!ƒ ƥƧƒĂǆ!ƒ ƗǒǆǇƙ ƘƒƇƒƧƞƺ
		3.2212	ǏƛǇƊ	

Ŧ!Ǚþ!ƒ ăĂƙʅǆ þǀƵ ŦǒƑǴƬơ9 Ŧ!Ǚþ ƘƒƦ ƘǴþĂƧ5 þŋĂŏ Ǚ ǊǈǅD þŋǀ (20) Ǆþ Ƨ ýĂþŋ!ƒ ýǚƤ ǇǆǄ

ƘƒƇƒƧùŋ9 ǙƘǴùƶǒǄǆ!ƒ ŦǄǒƧù ư ƘƒƇƒƧŋ9 :ǇǆǄ ý‡ǄʦǄ ƨƶƙǒ ǴǆǒƼ Ŧʅƒ Ƨþ!ƒ ŦǀǒƵ ƇƒƧǓ (0,05≥α)

Ŧù!Ǚþ!ƒ Ŧùǆǒþ Ƙùʓǆ Ŧǒơ ǙΣǀŋ!ƒ Ǐ!9 ăƨƶƙ ŦǒƧƬǄ!ƒ þƧƒĂǆ!ƒ ŦǒǆǀƘ ƘƒƇƒƧŋ9 ǙýƤþ!ƒ ŦǄǒƧư

.(%5) ǇǆǄ ƧǄǂD ǴǌƶǒǆŋĂ Ǒ!ƒĂƙ!ƒ ǏǄƵ (0.161)Ă Ǚ(0.199)Ă Ǚ(0.225) ƘƒƧǒʓǆǄ!

: ǄǐþǄǇ ǄǝƧǁ . 2

(21) ǚǋǬǁ

(ǄǐþǄǇ ǄǝƧǁ) ǙǴƐþǁ ǚƐDƨ‡ǁ **(ANOVA)** þƑǴǁ ƛǝƑǆ

ǄǁǙǬǁ ǌǋŦƨǄ	**(F)** ǄǄǏ	ǏǴƒƨƟǁ Ǜƨ ǋŦǄǁ	ǄǐþǄǇ ǄǝƧǁ	ǚƑǁǄǁ
0.667	0.523	3.3194	ýþƼ Ŧǀʅ 30	ƘǴƶǒǄǆ!ƒ ŦǄǒƧư ƘƒƇƒƧŋ9
		3.4574	Ŧǀʅ 40 -31	
		3.4462	Ŧǀʅ 50-41	
		3.3846	Ƨƛ‡Ƽ Ŧǀʅ 51	
0.834	0.288	3.3056	ýþƼ Ŧǀʅ 30	ýƤþ!ƒ ŦǄǒƧư ƘƒƇƒƧŋ9
		3.3381	Ŧǀʅ 40 -31	
		3.4098	Ŧǀʅ 50-41	
		3.3305	Ƨƛ‡Ƽ Ŧǀʅ 51	
0.491	0.807	3.2222	ýþƼ Ŧǀʅ 30	ŦǒƧƬǄ!ƒ þƧƒĂǆ!ƒ ŦǒǆǀƘ ƘƒƇƒƧŋ9
		3.2358	Ŧǀʅ 40 -31	
		3.3763	Ŧǀʅ 50-41	
		3.3910	Ƨƛ‡Ƽ Ŧǀʅ 51	

Ŧù!Ǚþ!ƒ ăĂƙʅǆ þǀƵ ŦǒƑǴƬơ9 Ŧ!Ǚþ ƘƒƦ ƘǴþĂƧ5 þŋĂŏ Ǚ ǊǈǅD þŋǀ (21) Ǆþ Ƨ ýĂþŋ!ƒ ýǚƤ ǇǆǄ

ƘƒƇƒƧùŋ9 ǙƘǴùƶǒǄǆ!ƒ ŦǄǒƧù ư ƘƒƇƒƧùŋ9 :ǇǆǄ ý‡ǄʦǄ ƨƶƙǒ ǴǆǒƼ Ŧʅƒ Ƨþ!ƒ ŦǀǒƵ ƇƒƧǓ(0,05≥α)

Ŧ!Ǚþ!ƒ Ŧǆǒþ Ƙʓǆ Ŧǒơ ǙŦǒƧǆƶ!ƒ ŦƑ5!ƒ Ǐ!9 ăƨƶƙ ŦǒƧƬǄ!ƒ þƧƒĂǆ!ƒ ŦǒǆǀƘ ƘƒƇƒƧŋ9 ǙýƤþ!ƒ ŦǄǒƧư

.(%5) ǇǆǄ ƧǄǂD ǴǌƶǒǆŋĂ Ǒ!ƒĂƙ!ƒ ǏǄƵ (0.491)Ă Ǚ(0.834)Ă Ǚ(0.667) ƘƒƧǒʓǆǄ!

3 . [illegible] :

(22) [illegible]

[illegible] (**ANOVA**) [illegible] ([illegible])

[illegible]	(**F**) [illegible]	[illegible]	[illegible]	[illegible]
0.541	0.720	3.3235	[illegible] 5	[illegible]
		3.3799	[illegible] 10 -6	
		3.4430	[illegible] 15-11	
		3.4858	[illegible] 16	
0.397	0.992	3.2778	[illegible] 5	[illegible]
		3.3371	[illegible] 10 -6	
		3.2968	[illegible] 15-11	
		3.4583	[illegible] 16	
0.322	1.170	3.1838	[illegible] 5	[illegible]
		3.2637	[illegible] 10 -6	
		3.2532	[illegible] 15-11	
		3.4290	[illegible] 16	

[illegible] (22) [illegible] (0,05≥α) [illegible] (0.541) [illegible] (0.397) [illegible] (0.322) [illegible] .(%5)

4 . [illegible] :

(23) [illegible]

[illegible] (**ANOVA**) [illegible] ([illegible])

[illegible]	(**F**) [illegible]	[illegible]	[illegible]	[illegible]
0.248	1.359	3.4583	[illegible]	[illegible]
		3.3011	[illegible]	
		3.5250	[illegible]	
		3.3664	[illegible]	
		3.5449	[illegible]	
0.569	.734	3.4815	[illegible]	[illegible]
		3.1515	[illegible]	
		3.4286	[illegible]	
		3.3422	[illegible]	
		3.4110	[illegible]	
0.369	1.074	3.7083	[illegible]	[illegible]
		3.1023	[illegible]	
		3.4500	[illegible]	
		3.2840	[illegible]	
		3.3008	[illegible]	

ăĂƙƪùďž þùǉƵ ƗŏƑĜƮ ùơƺ Ɨ!Ǖþ ƘƒƦ ƘĜþĂƧ5 þηĂŏ Ǖ NJǉ þηǉ (23) ǅþƧ ýĂþη!ƒ ýǖƤ ǈďž

ƘƒČƒƧηƺ ÜƘĜƶŏǀďž!ƒ ƗǀŏƧư ƘƒČƒƧηƺ :ǈďž ý‡ǀ ƭǁƶƙŏ ĜďžŏƼ ƗƪƒƧþ!ƒ ƗǉŏƵ ČƒƧǓ(0,05≥α) Ɨ!Ǖþ!ƒ

Ɨùďžŏþ Ƙùʒǁǀ Ɨŏơ ÜŐƼŏÜĂ!ƒ Ǐďžƪďž!ƒ Ǐ!ƺ ăƨƶƙ ƗŏƧƬǀ!ƒ þƧƒĂďž!ƒ ƗŏďžǉƘ ƘƒČƒƧηƺ ÜýƤþ!ƒ ƗǀŏƧư

.(%5) ǈďž Ƨǀ‡Ɗ ĜnjƶŏďžηĂ Ő!ƒĂƙ!ƒ ǏǁƵ (0.369)Ă Ü(0.569)Ă Ü(0.248) ƘƒƧŏʒƙďžǁ! Ɨ!Ǖþ!ƒ

: Ƨ ǅƑƆǁƐ üƐƊƨǁƐ Ă‡Ƴ ǀĜƑƜǗƐ

ǀøǁǏƳ ƍƐþʓƈ ǃƑǉƑƜƐ Ǐʒ(0,05≥**α**) ǀǁǗƍǁƐ njǋǋƗƨǅ ƍǁƳ ǀǐƏƑƬƟǀ ǀǁǗƍ ǃƐƤ 5ǋþʓ ƍƜǋƗ üǉ

ÝǀǏƧǏưǋǁƐǋ ǀǏƬƆƪǁƐ ǃƐþǏƷƗǅǁ njƦƴƗ ǅǏ‡ǅƑƴǁƐ ƀƐƍƈ njǋƗƨǅ ǋƟǁ ǀƨƐþƍǁƐ

One) ƧĜùǀƙƤƒĂ (Independent t- test) ƧĜùǀƙƤƒ ǅƒþƤƙƪƒ ƭŏƧƱ ǈƵ Ɨŏư Ƨƽ!ƒ ǉƦǋ ƧĜǀƙƤƒ ǅƙ

:Őǁŏ Ĝďž‡ ǋƑĜƙǉ!ƒ ƘǉĜ‡Ă Ü(Way ANOVA

: Ƨ ǁƜǁƐ . **1**

(24) üǋƍƜ

(Ƨ ǁƜǁƐ) Ƨ ǅƑƆǁƐ üƐƊƨ‡ǁ (**Independent t- test**) þƑĜƗƆǁƐ ƛƏƑƗǁ

ǀǁǗƍǁƐ njǋƗƨǅ	(**t**) ǀǅǏƼ	ǏĜƑƨƟǁƐ ǓƨǋƗƈǅǁƐ	Ƨ ǁƜǁƐ	üƑƜǅǁƐ
0.110	1.605	3.4988	Ƨ‡Ʀ	ČƒþǕƒ ƗƵƧƪ
		3.3146	ǏƛǉƊ	
0.061	1.881	3.3892	Ƨ‡Ʀ	ČƒþǕƒ ǅηơ
		3.2042	ǏƛǉƊ	
0.738	.335	3.3682	Ƨ‡Ʀ	ČƒþǕƒ Ɨþþ
		3.3365	ǏƛǉƊ	
0.486	.697	3.3847	Ƨ‡Ʀ	ČƒþǕƒ ǃþĂη
		3.3173	ǏƛǉƊ	
0.179	1.346	3.4092	Ƨ‡Ʀ	ý‡‡ ČƒþǕƒ
		3.2887	ǏƛǉƊ	

Ɨ!Ǖþ!ƒ ăĂƙƪďž þǉƵ ƗŏƑĜƮơƺ Ɨ!Ǖþ ƘƒƦ ƘĜþĂƧ5 þηĂŏ Ǖ NJǉ þηǉ (24) ǅþƧ ýĂþη!ƒ ýǖƤ ǈďž

ǃþĂη ÜČƒþǕƒ Ɨþþ ÜČƒþǕƒ ǅηơ ÜČƒþǕƒ ƗƵƧƪ :ǈďž ý‡ǀ ƭǁƶƙŏ ĜďžŏƼ ƗƪƒƧþ!ƒ ƗǉŏƵ ČƒƧǓ(0,05≥α)

Ü(0.110) ƘƒƧùŏʒƙďžǁ! Ɨù!Ǖþ!ƒ Ɨùďžŏþ Ƙùʒǁǀ Ɨùŏơ ÜΣǉùη!ƒ Ǐ!ƺ ăƨƶƙ ý‡‡ ČƒþǕƒĂ ÜČƒþǕƒ

.(%5) ǈďž Ƨǀ‡Ɗ ĜnjƶŏďžηĂ Ő!ƒĂƙ!ƒ ǏǁƵ (0.179)Ă Ü(0.486)Ă Ü(0.738)Ă Ü(0.061)Ă

: ƗŭĩþĎžŷƚƐ ƗŭƏƸƚƐ . 2

(25) üŅǬƜ

(ƗŭĩþĎžŷƚƐ ƗŭƏƸƚƐ) Ƨ ĎǇƑƣƐ üƐĐƨǂƚ **(ANOVA)** þƑƓŧƣƐ ƛƏƑŧǆ

ƗƚƯǬƚƐ ǌǋŧƨĎž	**(F)** ƗĎžǏƽ	ĬƓƑƨƟƚƐ ƱƨǋŧĎžƚƐ	ƗŭĩþĎžŷƚƐ ƗŭƏƸƚƐ	üƑƜĎžƚƐ
0.593	0.635	3.4000	ýǷƽ ŧǉƪ 30	ƇƒþŰƒ ŧƵƧƪ
		3.3638	ŧǉƪ 40 -31	
		3.5355	ŧǉƪ 50-41	
		3.3795	Ƨƛǂƽ ŧǉƪ 51	
0.592	0.637	3.3241	ýǷƽ ŧǉƪ 30	ƇƒþŰƒ Ďžƞơ
		3.2453	ŧǉƪ 40 -31	
		3.4014	ŧǉƪ 50-41	
		3.3179	Ƨƛǂƽ ŧǉƪ 51	
0.799	0.337	3.3722	ýǷƽ ŧǉƪ 30	ƇƒþŰƒ ŧƿþ
		3.3057	ŧǉƪ 40 -31	
		3.4129	ŧǉƪ 50-41	
		3.3436	Ƨƛǂƽ ŧǉƪ 51	
0.859	0.253	3.3333	ýǷƽ ŧǉƪ 30	ƖþĂƞ ƇƒþŰƒ
		3.3472	ŧǉƪ 40 -31	
		3.4108	ŧǉƪ 50-41	
		3.2923	Ƨƛǂƽ ŧǉƪ 51	
0.656	0.539	3.3558	ýǷƽ ŧǉƪ 30	ýǂǂ ƇƒþŰƒ
		3.3117	ŧǉƪ 40 -31	
		3.4383	ŧǉƪ 50-41	
		3.3329	Ƨƛǂƽ ŧǉƪ 51	

ŧù!Ůþ!ƒ ăĂƙƪǆ þǉƵ ŧǒƑƓƮơƺ ŧ!Ůþ ƘƒƦ ƘƓǷĂƧƽ þƞĂő Ů ƝǉƊ þƞǉ (25) ĎǷƧ ýĂþƞ!ƒ ýűƤ Ǉǆ

ÜƇƒþŰƒ ŧùƿþ ÜƇƒþŰƒ Ďžùƞơ ÜƇƒþŰƒ ŧƵƧƪ :Ǉǆ ýǂƗ ƨƵƙő ƓǆőƽŧƪƒƧþ!ƒ ŧǉőƵ ƇƒƧŬ (0,05≥α)

ƘƒƧùőƺƙǆ! ŧù!Ůþ!ƒ ŧùǆőƿ Ƙùƺƚƚ ŧ ùőơ ÜŧőƧǆƶ!ƒ ŧƑƽ!ƒ Ĭ!ƺ ăƨƶƙ ýǂǂ ƇƒþŰƒĂ ÜƇƒþŰƒ ƖþĂƞ

ǇùǆƧƗǂƊ ƓǌƶőǆƞĂ Ǒ!ƒĂƙ!ƒ ĬƵ (0.656)Ă Ü(0.859)Ă Ü(0.799)Ă Ü(0.592)Ă Ü(0.593)

.(%5)

: ƕDǎƍƆǁ ǀƐǸǖƨ . 3

(26) üǸƍǁ

(ƕDǎƍƆǁ ǀƐǸǖƨ) ƧDǰƇǁ üƐDƨǂ **(ANOVA)** ƥƑƇƆǀ ƛƏƗǖ

ƕǁƯƍǁ ǌǸƗƨDž	**(F)** ƕDžǏƺ	Ư ƨǸƗDžǁ ǏǴƨƟǁ	ǋƥǴƆǀ ǀƐǸǖƨ	üƑƜDžǁ
0.782	0.360	3.3353	ýƿǄ ƘƒĂǈƪ 5	ƇƒƥǕ̄ƒ ƗƵƧƪ
		3.4795	ƘƒĂǈƪ 10 -6	
		3.3718	Ɨǈƪ 15-11	
		3.4750	ƧƛƗǄ Ɨǈƪ 16	
0.506	0.780	3.2745	ýƿǄ ƘƒĂǈƪ 5	ƇƒƥǕ̄ƒ Džƞơ
		3.2557	ƘƒĂǈƪ 10 -6	
		3.2785	Ɨǈƪ 15-11	
		3.4250	ƧƛƗǄ Ɨǈƪ 16	
0.368	1.057	3.3412	ýƿǄ ƘƒĂǈƪ 5	ƇƒƥǕ̄ƒ Ɨƿƥ
		3.3260	ƘƒĂǈƪ 10 -6	
		3.2658	Ɨǈƪ 15-11	
		3.4682	ƧƛƗǄ Ɨǈƪ 16	
0.349	1.102	3.2412	ýƿǄ ƘƒĂǈƪ 5	ǀƥĂƞ ƇƒƥǕ̄ƒ
		3.4164	ƘƒĂǈƪ 10 -6	
		3.2658	Ɨǈƪ 15-11	
		3.4409	ƧƛƗǄ Ɨǈƪ 16	
0.510	0.773	3.2969	ýƿǄ ƘƒĂǈƪ 5	ýƗƗ ƇƒƥǕ̄ƒ
		3.3640	ƘƒĂǈƪ 10 -6	
		3.2941	Ɨǈƪ 15-11	
		3.4511	ƧƛƗǄ Ɨǈƪ 16	

Ɨ!Ǖƥ!ƒ ăĂǩƪǆ ƥǈƵ ƗǒƑƇƬơ Ɨ!Ǖƥ ƘƒƦ ƘƇƿĂƧǄ ƥƞĂǒ Ǔ ǸǈD ƥƞǈ (26) DžƿƧ ýĂƥƞ!ƒ ýǗƤ ǇǆDž

ǀƥĂƞ ÜƇƒƥǕ̄ƒ Ɨƿƥ ÜƇƒƥǕ̄ƒ Džƞơ ÜƇƒƥǕ̄ƒ ƗƵƧƪ :ǇǆDž ýƗǂ ƭǁƶǩǒ ƇǆǒǄ Ɨƪƒƨƥ!ƒ ƗǈǒƵ ƇƒƧǓ(0,05≥α)

ƘƒƧùǒƺǩǆǁ! Ɨù!Ǖƥ!ƒ Ɨùǆǒƿ Ƙùƺǁǂ Ɨ ùǒơ Ü ƗùǆƥƤ!ƒ ƘƒĂǈùƪ Ǐ!ƺ ăƨƶǩ ýƗƗ ƇƒƥǕ̄ƒĂ ÜƇƒƥǕ̄ƒ

ǇùǆDž Ƨùǂ‡D ƇǌƶǒǆƞĂ Ǒ!ƒĂǩ!ƒ Ǐǁƶ (0.510)Ă Ü(0.349)Ă Ü(0.368)Ă Ü(0.506)ĂÜ(0.782)

.(%5)

4 . ʢlĦDž ƨDžĂ ǋlưĭƻ Ĭ :

(27) ШlƣǋŨ

(Ĭƻĭưǋlʢ ĂDžƨDžlʢ) ƨDžƑƣlʢ üƐDƨ‡ll **(ANOVA)** þƑǤŧƣlʢ ƛǝƑŧdž

ƕllŰƣlʢ ǌǋŧƨDž	**(F)** ƕDžĭʒ	ĬǤƒƨƟlʢ Ưƨǋŧdžlʢ	Ĭƻĭưǋlʢ ĂDžƨDžlʢ	üƑШDžlʢ
0.479	0.876	3.6333	ŧöƨöþdž ƨöþdž	ƇƒþŰƒ ŧƵƨʅ
		3.1818	Džʅþ Σöƒƨ	
		3.5429	ŧħžT Σöƒƨ	
		3.3863	Ǒħöƨư ʂþþdž	
		3.5313	ĭ ƨƒþş	
0.602	0.686	3.5278	ŧöƨöþdž ƨöþdž	ƇƒþŰƒ Džŋơ
		3.1242	Džʅþ Σöƒƨ	
		3.4476	ŧħžT Σöƒƨ	
		3.3016	Ǒħöƨư ʂþþdž	
		3.3359	ĭ ƨƒþş	
0.546	0.769	3.7333	ŧöƨöþdž ƨöþdž	ƇƒþŰƒ ŧþþ
		3.2545	Džʅþ Σöƒƨ	
		3.4800	ŧħžT Σöƒƨ	
		3.3238	Ǒħöƨư ʂþþdž	
		3.3625	ĭ ƨƒþş	
0.101	1.960	4.0000	ŧöƨöþdž ƨöþdž	ƇƒþŰƒ lþĂŋ
		3.1000	Džʅþ Σöƒƨ	
		3.4971	ŧħžT Σöƒƨ	
		3.3415	Ǒħöƨư ʂþþdž	
		3.3531	ĭ ƨƒþş	
0.343	1.129	3.7143	ŧöƨöþdž ƨöþdž	ý‡‡ ƇƒþŰƒ
		3.1637	Džʅþ Σöƒƨ	
		3.4898	ŧħžT Σöƒƨ	
		3.3362	Ǒħöƨư ʂþþdž	
		3.3929	ĭ ƨƒþş	

ŧ!Űþ!ƒ ăĂƙʅdž þǉƵ ŧöƑǤʈơş ŧ!Űþ ƘƒƦ ƘǤþĂƨ5 þŋĂö Ů ƝǉƊ þŋǉ (27) Džþƨ ýĂþŋ!ƒ ýǚƤ ǇDž

lþĂŋ ŬƇƒþŰƒ ŧþþ ŬƇƒþŰƒ Džŋơ ŬƇƒþŰƒ ŧƵƨʅ :ǇDž ý‡ƕ ʂǈžƙö ǤDžö5 ŧʅƒƨþ!ƒ ŧǉöƵ ƇƒƨŮ(0,05≥α)

Ŭ(0.479) Ƙƒƨùöʓƙdžǈ! ŧ!Űþ!ƒ ŧdžöþ ƘʓǈƕŧöơŬǑƽöƯĂ!ƒ ĬdžʅǆƒĬ!ş ăƨžƙ ý‡‡ ƇƒþŰƒĂ ŬƇƒþŰƒ

.(%5) ǇDž ƨƕ‡D Ǥǌžödžŋ Ă Ǒ!ƒĂƙ!ƒ ĬǈƵ (0.343)Ă Ŭ(0.101)Ă Ŭ(0.546)Ă Ŭ(0.602)Ă

ƱǴƐƥǁƐ üƬƻǁƐ

l ƑĭƬǊƗǁƐǊ ƛƏƑƗdžǁƐ

ÙĜƐϸǁƐ üƬƧǁƐ

: ǀ ƒĭƬǋŧǁƐǋ ƛəƑŧǆǁƐ

Ă ýƤϸù!ƒ ŧǊŏƨù ư ǀƨƒƒϸ ƘƒĈƒƨƞǫ ŧŏǁƵĜ5 ăĂƙƪǆǊ ŧǁǁƶƙǆ!ƒ ŧƪƒƨϸ!ƒ ǋƑĜƙǉ ýƮ5!ƒ ƒƦǋ ĭĂƙơŏ

. ǋƑĜƙǉ!ƒ ǁǁƙ Ĭǁƶ ƒĈĜǉǊ Ƙǆƙ ƘĜŏƮĂƙ!ƒ Ă Ü ǇŏǁǆĜƶ!ƒ ĈƒϸƊ Ĭǁƶ ĜǋƨƛƊ Ă ƘĜƶŏǊǆ!ƒ

:ǋ ƨ ƐϸƍǁƐ ƛəƑŧǆ :Űǋƈ

ǅøǅ ǅƍϸŬƐ Ĭƺ ǀ ƑƴĭĜǄǁƐǋ üƍǁƍǁƐ ǋĜĭϸƮ ƔϸəƐƍ ǀ ƐƀƐϸƜǁ ǋĭŧƳƑƺ ǌǋŧ ƨ ǄĜ ǋƪŧƴƑǄǁƐ ƛəƑŧǆǁƐ -1

.ǄĭŧǄƑƴǁƐ ϸưǆ ǋǊǋǁǁǋ

ǇŏǁǆĜùƶ!ƒ ƨùÙǉ ŧǌƞĂ Ǉǆ ǇϸƨŰƒ Ŏ5 ƘĜƶŏǊǆ!ƒĂ ýƤϸ!ƒ ƘƒĈƒƨƞǫ ŧŏǁƵĜ5! ǄĜƶ!ƒ ăĂƙƪǆ!ƒ ǇĜŧ

.(3.3622) ŎǊĜƪơ ƱƪĂƙǆǊĂ ÜŧƱƪĂƙǆ ŧƞƨϸǊ

:Ŏ!Ĝƙ!ƒ ĂơǉƒĬǁƶ ǇĜŧ5 ƘĜƶŏǊǆ!ƒĂ ýƤϸ!ƒ ƘƒĈƒƨƞǫ ŧŏǁƵĜ5 ƘŰĜƞǆ! Ŏ!ƨĜǉƙ!ƒ ƔŏƙƨƙƒĜǆƊ

ƩùǁǊ ŎǊĜƪùơ Ʊùƪ Ăƙǆ ĬǁƶƋùǊ Ĭù!ĂŰƒ ŧùǊƙƨǆ!ƒ Ŏ5 "ƘĜƶŏǊǆ!ƒ ŧǊŏƨư ƘƒĈƒƨƞǫ" ϸƶǊ Ĉĥ -

.ŧƱƪĂƙǆ ŧƞƨϸǊĂ (3.4253)

(3.3575) ƩùǁǊ ŎǊĜƪùơ ƱùƪĂƙǆǊĂ ŧùŏǉĜƛ!ƒ ŧǊƙƨǆ!ƒ Ŏ5 "ýƤϸ!ƒ ŧǊŏƨư ƘƒĈƒƨƞǫ" ϸƶǊ Ĉĥ -

.ŧƱƪĂƙǆ ŧƞƨϸǊĂ

ŧùƞƨϸǊĂ (3.3038) ƩǁǊ ŎǊĜƪơ ƱƪĂƙǆǊĂ ŧƛ!Ĝƛ!ƒ ŧǊƙƨǆ!ƒ Ŏ5 "ŧŏƨƮǊ!ƒ ϸƨƒĂǆ!ƒ ŧŏǆǉƙ" ϸƶǊ Ĉĥ -

.ŧƱƪĂƙǆ

ϸøưǆ ǋǊǋǁǁǋ ǅǅ ǀ ƑƴĭĜǄǁƐǋ üƍǁƍǁƐ ǋĜĭϸƮ ƔϸəƐƍ Ĭƺ ǄĭŧǄƑƴǁƐ ƀƐƍƈ ǌǋŧ ƨ ǄĜ ǋƪŧƴƑǄǁƐ ƛəƑŧǆǁƐ -2

.ǄĭŧǄƑƴǁƐ

ƨùÙǉ ŧǌƞĂ Ǉǆ ƘĜƶŏǊǆ!ƒĂ ýƤϸ!ƒ ŧǊŏƨư ǀƨƒƒϸ Ŏ5 ǇŏǁǆĜƶ!ƒ ĈƒϸƊ ăĂƙƪǆ! ǄĜƶ!ƒ ăĂƙƪǆ!ƒ ǇĜŧ

.(3.366) ŎǊĜƪơ ƱƪĂƙǆǊĂ ÜŧƱƪĂƙǆ ŧƞƨϸǊ ǇŏǁǆĜƶ!ƒ

:Ŏ!Ĝƙ!ƒ ĂơǉƒĬǁƶ ǇĜŧ5 ǇŏǁǆĜƶ!ƒ ĈƒϸƊ ăĂƙƪǆ ƘŰĜƞǆ! Ŏ!ƨĜǉƙ!ƒ ƔŏƙƨƙƒĜǆƊ

ŧùƞƨϸǊĂ (3.4293) ƩùǁǊ ŎǊĜƪơ ƱƪĂƙǆǊĂ Ĭ!ĂŰƒ ŧǊƙƨǆ!ĜǊ "ǇŏǁǆĜƶ!ƒ ĈƒϸƊ ŧƵƨƪ" ϸƶǊ Ĉĥ -

.ŧƱƪĂƙǆ

ŧùƞƨϸǊĂ (3.3591) ƩùǁǊ ŎǊĜƪùơ ƱƪĂƙǆǊĂ ŧŏǉĜƛ!ƒ ŧǊƙƨǆ!ĜǊ "ǇŏǁǆĜƶ!ƒ ĈƒϸƊ ǀϸĂƞ" ϸƶǊ Ĉĥ -

.ŧƱƪĂƙǆ

- ŧùηƧþhĂ (3.3562) Ƹùǁ ŎhĜʅùơ Ʊùʅ ĂkdžhĂ ŧƛ!ĜƛǃƒŧhkƧdž!Ĝh "ǇJŏǁdžĜƶ!ƒ ĈƒþD ŧpþ" þƶh ĈĜη
.ŧƱʅĂkdž

- ŧùηƧþhĂ (3.3194) Ƹùǁ ŎhĜʅùơ ƱʅĂkdžhĂ ŧƶhƒƧ!ƒ ŧhkƧdž!Ĝh "ǇJŏǁdžĜƶ!ƒ ĈƒþD Džηơ" þƶh ĈĜη
.ŧƱʅĂkdž

3- ƛəƑŧdžǁɛ þkĐĜ hƨŧyƑDžǁɛ ǌǋŧƨDž ǌŧYƑƺ hĭŧYƑƺ ʅɛbɛþɯ ʅƑyĭĜDžǁɛǋ üƍɋǁɛ hĜĭþƬ ʅƑyĭĜDžǁɛǋ Ĭøƺ DžɋþǓɛ ĂøŧY
ʅƑyĭĜDžǁɛǋ üƍɋǁɛ hĜĭþƬ ɣþəɛɋ Ĭƺ DžĭŧDžƑyǁɛ bɛɋc ǌǋŧƨDž

- ŧùŏǁƵĜ5 ăĂkʅùdž! (0,05≥α) ŧ!Ǚþ!ƒ ăĂkʅdž þǉƵ ŧŏƑĜƬơ9 ŧ!Ǚþ ĂR DžĜǋĂ ŎhĜηŏ9 Ƨƛ þĂηĂ
ʅƧùƑƒþ Ŏù5 ýùŧŧ ǇJŏǁdžĜƶ!ƒ ĈƒþD ăĂkʅdž ĬǁƵ ǇþƧǕƒ Ŏ5 ƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9
Ĝùdž ƘĜùƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9 ŧŏǁƵĜ5 ăĂkʅdž Ƨʅ5 ŧŏơ ÜƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư
.ýŧŧ ǇJŏǁdžĜƶ!ƒ ĈƒþD ăĂkʅdž ǇJdž (% 63.1) ǋkhʅǉ

- ŧùŏǁƵĜ5 ăĂkʅùdž! (0,05≥α) ŧ!Ǚþ!ƒ ăĂkʅdž þǉƵ ŧŏƑĜƬơ9 ŧ!Ǚþ ĂR DžĜǋĂ ŎhĜηŏ9 Ƨƛ þĂηĂ
ʅƧùƑƒþ Ŏù5 ǇJŏǁdžĜƶ!ƒ ĈƒþD ŧƵƧʅ ăĂkʅdž ĬǁƵ ǇþƧǕƒ Ŏ5 ƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9
Ĝùdž ƘĜùƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9 ŧŏǁƵĜ5 ăĂkʅdž Ƨʅ5 ŧŏơ ÜƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư
.ǇJŏǁdžĜƶ!ƒ ĈƒþD ŧƵƧʅ ăĂkʅdž ǇJdž (%44.7) ǋkhʅǉ

- ŧùŏǁƵĜ5 ăĂkʅùdž! (0,05≥α) ŧ!Ǚþ!ƒ ăĂkʅdž þǉƵ ŧŏƑĜƬơ9 ŧ!Ǚþ ĂR DžĜǋĂ ŎhĜηŏ9 Ƨƛ þĂηĂ
ʅƧùƑƒþ Ŏù5 ǇJŏǁdžĜùƶ!ƒ ĈƒþD Džηơ ăĂkʅdž ĬǁƵ ǇþƧǕƒ Ŏ5 ƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9
Ĝùdž ƘĜùƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9 ŧŏǁƵĜ5 ăĂkʅdž Ƨʅ5 ŧŏơ ÜƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư
.ǇJŏǁdžĜƶ!ƒ ĈƒþD Džηơ ăĂkʅdž ǇJdž (% 48.0) ǋkhʅǉ

- ŧùŏǁƵĜ5 ăĂkʅùdž! (0,05≥α) ŧ!Ǚþ!ƒ ăĂkʅdž þǉƵ ŧŏƑĜƬơ9 ŧ!Ǚþ ĂR DžĜǋĂ ŎhĜηŏ9 Ƨƛ þĂηĂ
ʅƧùƑƒþ Ŏù5 ǇJŏǁdžĜùƶ!ƒ ĈƒþD ŧùpþ ăĂkʅdž ĬǁƵ ǇþƧǕƒ Ŏ5 ƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9
Ĝùdž ƘĜùƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9 ŧŏǁƵĜ5 ăĂkʅdž Ƨʅ5 ŧŏơ ÜƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư
.ǇJŏǁdžĜƶ!ƒ ĈƒþD ŧpþ ăĂkʅdž ǇJdž (%55.4) ǋkhʅǉ

- ŧùŏǁƵĜ5 ăĂkʅùdž! (0,05≥α) ŧ!Ǚþ!ƒ ăĂkʅdž þǉƵ ŧŏƑĜƬơ9 ŧ!Ǚþ ĂR DžĜǋĂ ŎhĜηŏ9 Ƨƛ þĂηĂ
ʅƧùƑƒþ Ŏù5 ǇJŏǁdžĜùƶ!ƒ ĈƒþD ʅþĂη ăĂkʅdž ĬǁƵ ǇþƧǕƒ Ŏ5 ƘĜƶŏhdž!ƒĂ ýƤþ!ƒ ŧhŏƧư ƘƒĈƒƧη9

[illegible]

[illegible] (%55.2) [illegible]

- [illegible] (0,05≥α) [illegible]

[illegible]

-4 [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

-5 [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

- [illegible] (0,05≥α) [illegible]

: lƒĭƬNjŦǁ : ƒĭďƒk

: Ŏǁŏ Ǵďžƕ Ł ơǴƕ!ƒ ŎƮĂŏ ŦlƕǴƪ!ƒ ƝƑǴkǈ!ƒ ĬǁƵ ƒCǴǉƕ

- ƨǴŏƨ ƖƓƆǁƵǴ5 Ŧŏƕƾk ƽƨƒCƒƘ ŭŦŏƕƨ ƙƒǮŏƕďž!ƒ ÜƘƒCƒƨŋǫĂ ŭŦŏƕƨ ƓƤ!ƒ ÜýƤƓ!ƒ ƘƒCƒƨùŋǫĂ Łùŏďžǉk
  ƓƨƒĂďž!ƒ ƬƨƒŦŏƨƬƕ!ƒ ÜǉƆƨƒ !ĂŋĂƓ ďžƘĂƪƕ ăĂƘƪďž ƱƪĂƘďž ǈĴďž ÜŦŏǁƵǴ5!ƒ ĂŋĂ!Ă ƓĂŋĂ ƨƛ ǉƦǌ! ƒǕŋƓƒƘ Ƶǁù Ĭ
  .CƒƓǕƒ ŦŏǁƵǴ5

- LJƊ ƦƤkk ƒǕŋƨƒCƒƘ !ǕƨƵďžŦ !ƨǴƓǈ ďžƪƘĂă ƒǕƓƒC !ƓǍ !ƒǴǮďžǁŏǈ Ŏ5 ƓƒƒùƨǏ ưùƨŏƕŦ !ƒùƓƤý Ă
  .ŦŏǁƵǴ5!ƒ ǈďž ƱƪĂƘďž ăĂƘƪďž ƓĂŋĂ! ƒƨǉƆ ÜǉƓĂŋ!ƒĂ ŦƤƓ!ƒĂ ǁŋơ!ƒĂ ŦƵƨƪ!ƒ Ł ŏơ ǈďž ƘǴƵŏƕďž!ƒ

- ƓǀƵ ƘƒƨĂƓ ƘƒŏƨŏŦ ýǂƬƕ ƨďžƘƪďž ýǴƵ5Ă ƒŋý ǈďž ưŏǴďž ƨ5ùý ƱƪĂƘùďž ƊƓƒC !ƵǴǁǈǁŏǈ ǈ!ù Ĭ
  . Ŧ!ĂƕǀďžƵ!ƒ ƨŏǴƵďž!ƒ

- LJƊ ǀĂǀk ƓƒƒƨǏ ưƨŏƕŦ ý ƤƓ!ƒ Ă ƘǴƵŏƕďž!ƒ ƕƒǴƵƪ ƨƆǉ!ƒ Ŏ5 ƘƒCƒƨŋǕƒ ŧƵƕkďž!ƒ Ŏ5 ƒƓƒƒƨǏ Ă Ŏùk!ƒ
  ďžǈ ƬǉǈǴǍ Ɗǈ ƛƒƕ Ă ƕƓƨŋŦ ƵǴ!ƒŦ Ĭǁ Ƶ ƪƨƵŦ Ă ơŋǁ Ă ƓƤ Ă ŋĂƓǀ ƊƓƒC !ƵǴǁǈǁŏǈ 5ùŎ !ùƓƒƒƨǏ
  . ŦŏǁƵǴ5 ƨƛ‡ƒ ǴǉǁƵŋ Ă ǴǉƱŏƪƕk ĂƊ ŧƵƕkďž!ƒ ƘƒCƒƨŋǓƒ ýŏƓƵkƕ Ǵďžƒ

- ƒƵǴƓǀ !ǉƆ!ƒ Ŏ5 ƘƒCƒƨŋǫ ŭŦŏƕƨ ƙƒǮŏƕďž!ƒ !ƵƓǀƓ ĂŋĂƓ ƊĭŬ ƒǕƨ ŎǴƕŋŏƒ !ǉǴ Ƶǁ Ĭ ďžùƪƘĂă ƓƤŦ
  . CƒƓǓƒ ǀŋơ Ă Ü CƒƓǓƒ ƓĂŋĂ Ü CƒƓǓƒ

- ƒ!ǀǴǮ ƕǴƱǴơǴ Ł ăĂ ǴǁǈǴƬ ǈďž ƪƒƨƪƘ ƒ!ŦƘŏ ǈďž ƬǉǈǴƬ ŦďžƝǴƪďž!ƒ ƕƬ‡ý 5ƵǴý Ŏ5 ƨŏùǴƓǀ Ƭ‡ùƘǴƛ Ă 5ƵǴ!ŏùŦ
  . ýƤƓ!ƒ Ă ƘǴƵŏƕďž!ƒ ŎkƕŏƨƵ ƕƆƓ ƒžŭ!ŏǈ ǈďž ǉǈŋĂ ǈďž Ă Ü ƓƒƒƨǏ Ŏ5 ǈŏǁďžǴƵ!ƒ

: [illegible]

[illegible]

1. [illegible] . (2008) . [illegible]
. [illegible]

2. [illegible] . (2004) . [illegible] :
[illegible]
. [illegible]

3. [illegible] . (2004) . [illegible]
[illegible]
. [illegible]

4. [illegible] .(2008). [illegible]
. [illegible]

5. [illegible] . (2000) . [illegible]
.1 [illegible] 6 [illegible]

6. [illegible] . (1987) . [illegible]
. [illegible]

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. 2 [illegible] 13 [illegible]

8. [illegible] . (1994) . [illegible]
. [illegible]

9. [illegible] . (2008) . [illegible]
[illegible]
. [illegible]

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[illegible] **2009** [illegible] (**28**) [illegible]
. 1 [illegible] 15 [illegible]

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[illegible]
. 20 [illegible] 10 [illegible]

12. [illegible] . (2011) . [illegible]
[illegible] **2010** [illegible] **2003** [illegible]
. 23 [illegible] 7 [illegible]

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. 1 [illegible] 26 [illegible]

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. 3 [illegible] 6 [illegible]

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[illegible] .

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[illegible] 38 [illegible] 2 .

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[illegible] .

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[illegible] .

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[illegible] .

26. [illegible]. (2011). [illegible]
[illegible] .

27. [illegible]. (2009). [illegible]
[illegible]
[illegible] .

28. [illegible]. (2008). [illegible]
[illegible] : [illegible]
[illegible] 155 .

Ɨùƶƅʊ!ƒ Ü ƅĭƥʅøƓǁɛ ƣβɛǋøƉǁɛ ƔƥɛƣɛƥǋøƯƗ . (2010) . Ÿƒ ƥùƅƵ ƉùƞǈÜ ĭĂƒƨùƶ!ƒ.29

. ǇƥƧŬƒ Ĳ ǇƓƋƵ Ü ƴőƨĂƙ!ƒ Ă ƧƬǉ! ĭƧĂƨƓő!ƒ Ƨƒƥ Ü (ƗőƅƧƶ!ƒ)Ĭ!ĂŬƒ

Ƨƒƥ Ü ƗƛőƥƠ!ƒ Ɨƶƅʊ!ƒ Ü ƅĭƥɛƣŰɛ ǋ ƅĭƺɛƥʅŰɛ ƖɛƥƑǋƉǁɛ ƅĭƉƋƗ . (2009) . ƧőƬƅ Ü ƾŭƶ!ƒ.30

. ǇƥƧŬƒ Ĳ ǇƓƋƵ Ü ƗőƋƶ!ƒ ĭƧĂƨƓő!ƒ

ƊĭƨøƟƗ Ĭøƺ ǇƥƙɛǋƖƑƏƺƑǀƉǁɛǋ ƦƺɛǋƟǁɛ !ƑưƋ . (2007) . ƥƋƠƋ ƴőƇƤ ƇŭƵ Ü ƫƗƶ!ƒ.31

Ƨùőƺ ƧőƙʅùƞƓƋ Ɨ!Ɠʅ Ƨ Ü ƔƦƷ ƱƑƯƽ Ĭƺ ƅĭƋĭƯƨƗƧǁɛ ƅƯƗƨǁɛ ƖɛƥɛƦǋ Ĭƺ ĬƧĭưǋǁɛ ƃɛƣŰɛ

. ƖƨƺÜ ƗőƋŭʅŬƒ ƗƶƋƓƞ!ƒ Ü ƖƧĂƬǉƋ

Ĭøƺ ƖƑøƴĭƓƉǁɛ ƅƓĭƥƬ ĬƽƺƣƉǇƜɛǋƗ ĬƗǁɛ ƖƑƓǋƳƬǁɛ . (2008) Ü ĬőƠő ƧƋƵ Ü ĭƧƋƶ!ƒ.32

.ǇƥƧŬƒĲ ƥƅƧƒ Ü ǁĂƋƧő!ƒ ƗƶƋƓƞ Ü ƖƧĂƬǉƋ Ƨőƺ ƧőƙʅƞƓƋ Ɨ!Ɠʅ Ƨ Ü ƊƺƣƥŰɛ

ƅøĭƗĭƟƗ ƅøƨɛƥƣ " üƓƣǁɛ ƅƓĭƥƬ ƊƉƊ ƒƥǋƗǁɛ ƔƥǉƑư . (2007) . ƖƧőƋƵ Ɖ!Ɠʅ Ü ƧĂƋƶ!ƒ.33

. ƖƨƺÜ ƗőƋŭʅŬƒ ƗƶƋƓƞ!ƒ Ü ƖƧĂƬǉƋ Ƨőƺ ƧőƙʅƞƓƋ Ɨ!Ɠʅ Ƨ Ü " ƔƦƷ ƱƑƯƽ ĂƗƳ

Ĭøƺ üƓƣøǁɛ ƅƓĭƥƬ ƦƑƉǇƜ Ĭƺ ƃɛƣŬɛ ƅĭƗƳƑƺ Ƨƒĭƽ .(1994) . ƯƽƓƠ!ƒ ƥƅƵ ƴƑƓǈ ÜƗƋƒĂƶ!ƒ.34

.5 ƥƥƶ!ƒ Ü Ɖ 21 ƥƞƋ!ƒ ÜƗőǇƓʅǉŬƒ ƊĂƶ!ƒ ƘƓʅƒƧƥ ÜƅĭƋɛƣĭƉǋ ƅĭƗĭƟƗ ƅƨɛƥƣ ı ƊƺƣƥŬɛ

üƓƣøǁɛ ƅƓĭƥøƬ ƊƉƊ ƒƥǋƗǁɛ . (2004) . ƧĂưƤ!ƒ ƥƋƠƒ ƠƞƒƧ Ă ƩƒƧƽ ƥƋƠƒ Ü ǇƒƧĂƶ!ƒ.35

Ü ƗùőƵƓƋƙƞŬƒ ƊĂù!ƶ!ƒ Ɨùƞƞƅ Ü **1997- 1976** ƊƉƊ ƔƥƗƧƗǁ ƅĭƗĭƟƗ ƅƨɛƥƣ ı ƊƺƣƥŬɛ Ĭƺ

. 1 ƥƥƶ!ƒ Ü 32 ƥƞƋ!ƒ

Ü ƖƑøƴĭƓƉǁɛ ĂƗƳ ƅƉƑƴǁɛ ƅƓĭƥƬǁɛ ĂƗƳ ƅƓƨƑƟƉǁɛ . (2008) . ƥőƶʅ ƥƋƠƋ Ƨőʅőƙ Ü ƴƋǃ!ƒ.36

. ǇƋő!ƒ Ĳ ƇƓƶǈƬ Ü Ɠőƞ Ă!ĂǈƗƙ!ƒ Ă ƊĂƶ!ƒ ƗƶƋƓƞ Ü ƖƧĂƬǉƋ Ƨőƺ ƧőƙʅƞƓƋ Ɨ!Ɠʅ Ƨ

Ü ƗʅƋƓƤ!ƒ Ɨƶƅʊ!ƒ Ü ĬƓĭƥƬǁɛ Ưĭƥʅ ƗǁɛǋƅƉƑƴǁɛ ƅĭǁƑƉǁɛ . (2007) . ƥĂƋƠ ƥƓƵƒ Ü Ŏʅő!ƒ.37

. ǇƥƧŬƒ Ĳ ǇƓƋƵ Ü ƴőƨĂƙ!ƒ Ă ƧƬǉ! ƗƽƓƛ!ƒ Ƨƒƥ

ƖɛƃɛƥøƜŰɛ ǋ ƦƺɛǋƟǁɛ ƥǋƣ . (2004) . ŎǉƋĂƋ!ƒ ƥƋƠƒ ƴőƧƅƞ Ă ƗƋŭʅ ĬʅĂƋ Ü ĭƨĂƶ!ƒ.38

Ĭøƺ ƊĭƥƉƙƗƨøƉǁɛ ƃɛƥŎ ƅøĭƋɛƣĭƉǋ ƅƨɛƥƣ ı ƊƺƣƥŬɛ Ĭƺ ƥƑƉƙƗƨŰɛ ƯĭƜʅƗ Ĭƺ ƅĭƓƥƬǁɛ

. 2 ƥƥƶ!ƒ Ü 31ƴƞƋ!ƒ Ü ƗőƧƒƥŬƒ ƊĂƶ!ƒ ƘƓʅƒƧƥ ƗƞƋ Ü ƅĭƳƑƋƬǁɛ ƊƺƣƉǁɛ ƅƨƨƊƊ

Ü ŁƶďžĞŋ!ƒ ƔĞŚƮ ŀƪƪƌďž Ü ƔƥƪƑĞŽǁƚ ƥŏƷ ƒƏƐƥƮǁƚ . (1975) . Ŏǁƶ ƥŏƨŏ!ƒ Ăŀƒ Ü Ɽŏŀďž!ƒ.39

. ƖƧǊĞǀ!ƒ ǇƒƗ ŁŏƧƥǈŧƪŮƒ

ŀƿøǏƳƑƊŽŁƜŰƐ ǋ ŀǏƍƑƬøŁƽŰƐ ŀǏƊŽǆŁǁƐ Ǐƺ ŀĞǏƥƮǁƐ ƥǋƍ . (2003) . ƥ!ĞƤ ƥďžơďž Ü ŎǈŏĞǌďž!ƒ.40

Ü 19 ƥùǁŋďž!ƒ Ü ƽƬďžƥ ŁƶďžĞŋ Łǁŋďž Ü ƊžƥƑƽƊŽǁƐ ǏĞǏƥƮǁƐ ƯǏƥƪŁǁƐ Ǐƺ ŀǏƽǏĞƯŁ ƖŰƑƟ ƯƊŽ

. 2 Ü ƥƥƶ!ƒ

ƴùďžŀŋďž!ƒ Łùŀŀŧďž Ü ŀǏƥƪøĞǁƐ ƍƥƐǋƊŽǁƐ ƔƥƐƍƐ . (2010) . ǽŀƧĂŧ ƥŏƨďž Ă ƧŏǈďžÜ ǐƧĂǈ!ƒ.41

. ǇƥƧŮƒ ǇƒƗ ǇĞďžƵ Ü ƴŏƨĂŀ!ƒ Ă ƧƬǈǁ! ŎŀƧƶ!ƒ

Ƨƒƥ Ü Ǐù!ĂŮƒ ŁƶŀƱ!ƒ Ü ŀǏƥƪĞǁƐ ƍƥƐǋƊŽŧǁ ŀŀǏƍƟǁƐ ƔƥƐƍŰƐ . (2009) . ƥŏƨŏ ƧĞƬŀ Ü ƥŏ!Ă!ƒ.42

. ǇƥƧŮƒ ǇƒƗ ǇĞďžƵ Ü ŁŏƒƧ!ƒ

Ü Ǐ!ĂŮƒ ŁƶŀƱ!ƒ Ü ƍƐƥƷŰƐ ƀƐƍƈ !ǏǐƽŁ ǋ ƒǏƥƍŧǁƐ ƖƑǈƑƜŁƐ . (2012) . ƧĞďžƵ Ü ŎƬŏƵ Ǉŀ.43

. ǇƥƧŮƒ ǇƒƗ ǇĞďžƵ Ü ƴŏƨĂŀ!ƒ Ă ƧƬǈǁ! ŁďžĞƪƒ Ƨƒƥ

Ƨƒƥ Ü ƀƐƍŰƐ !ǏøǐƽŁ ǋ ƧƑøǏƽ ƥǏǏƑøƴƊŽ ǋ ƖƐƥƪƊƊŽ . (2009) . ƥďžơďž ƥŏƪ Ü ƔƧ!ƒ ƥĞŋ.44

. ƧƬďž ǇƒƗ ƩŏĂƪ!ƒ Ü ŁƶďžĞŋ!ƒ

Ă ŁŏƥĞƮùŀƥŮƒ ƊŽĂùǁƶǁ! ƽƬďžƥ Łǁŋďž Ü ǏǁǋƍǁƐ ǏĞǏƥƮǁƐ ƒƥǊŁǁƐ . (2011) . ƖƧǋƨ Ü Ăŀơ.45

. 1 ƥƥƶ!ƒ Ü 27 ƥǁŋďž!ƒ Ü ŁŏƵĞďžŀŋŮƒ

ŁùƶŀƱ!ƒ Ü !ƑøƴǁƐ ƱƑøƯƽǁƐ Ǐƺ ŀǏƥƪĞǁƐ ƍƥƐǋƊŽǁƐ ƔƥƐƍƐ . (2008) . ƊŽŏǋƒƧŀƒ ƊžĞƪơ Ü ǇƪơŸ.46

. ǇƧŮƒ ǇƒƗ ǇĞďžƵ Ü ŁŏƒƥŀƗƒ Ƨƒƥ Ü Ǐ!ĂŮƒ

ŀǏƍƑƬŁƽŰƐ ŀǏƊŽǆŁǁƐ ĂŧƳ ŀĞǏƥƮǁƐ ǋ ƔƑǀƦǁƐ ƊžƊŽ ùǀ ƥŀƐ . (2009) . ƥďžơƒ ŁďžƱĞƼ Ü ŁǈĂƪơ.47

. ŁŏŀƧƺ!ƒ ŁƽƯ!ƒ Ü ŁŏǈƱĂ!ƒ ƟĞŋǈ!ƒ ŁƶďžĞŋ Ü ƖƧĂƬǈďž ƧŏƺƧŏŀƪŋĞďž Ł!ĞƪƧ Ü

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(2) 5ΘǂƊž

üĭqyǂǁɛ üĜ5 ħüǂFĜǂ ƨÚɛ

بسم الله الرحمن الرحيم

جامعة اليرموك
كلية الاقتصاد و العلوم الإدارية
قسم الإدارة العامة

أخي الموظف / أختي الموظفة ،،،

يقوم الباحث بإجراء دراسة حول مستوى فاعلية اجراءات دائرة ضريبة الدخل و المبيعات و أثرها على مستوى أداء العاملين ، وذلك استكمالا لمتطلبات الحصول على درجة الماجستير في الإدارة العامة من جامعة اليرموك .

و قد تم اختياركم للمشاركة في هذه الدراسة ، حيث أن رأيكم الموضوعي يمثل أهمية كبيرة في تحقيق أهداف هذه الدراسة ، فالرجاء الإجابة على فقرات هذه الاستبانة المرفقة و ذلك بوضع إشارة X في المكان الذي تعتقدونه مناسبا ، مع العلم بان إجاباتكم ستعامل بسرية تامة و لن تستخدم إلا لأغراض البحث العلمي فقط .

شاكرين لكم حسن تعاونكم ،،،،

إشراف :
الأستاذ الدكتور نعيم نصير
قسم الإدارة العامة
جامعة اليرموك

الباحث :
سعود عوض الصقر
قسم الإدارة العامة
جامعة اليرموك

<u>الجزء الأول : الخصائص الشخصية و الوظيفية</u>

الجنس : □ ذكر □ أنثى

الفئة العمرية : □ 30 سنة فأقل □ 31-40 سنة □ 41 -50سنة □ 51 سنة فأكثر

عدد سنوات الخدمة : □ 5 سنوات فأقل □ 6-10 سنوات □ 11-15 سنة □ 16سنة فأكثر

المسمى الوظيفي : □ مدير مديرية □ رئيس قسم □ رئيس شعبة □ مدقق ضريبي
□ إداري

الجزء الثاني : الإجراءات المتبعة في دائرة ضريبة الدخل و المبيعات :

أمامك مجموعة من العبارات التي تقيس الإجراءات في الدائرة ، يرجى وضع إشارة x أمام الخيار الذي تعتقدوه مناسبا .

أولا : اجراءات ضريبة المبيعات

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
تساعد أسس التقدير الأولي لضريبة المبيعات على زيادة فاعلية التحصيل الضريبي .					
تساعد عمليات الرد الضريبي على تقديم إقرارات و بيانات ضريبية صحيحة .					
يضمن إلزام أشخاص معينين تقل مبيعاتهم عن مبالغ محددة بتنظيم سجلات محاسبية الوصول إلى المستحقات الضريبية بدقة .					
تتميز فترة و وسائل تقديم الإقرار الضريبي بالحداثة و الكفاءة .					
تتصف أسس و اجراءات التقدير الإداري لغير المسجلين بالدقة و العدالة .					
تكفل مصادر تقدير التقرير الإداري التحصيل الضريبي بعدالة و وضوح .					
تتميز اجراءات هيئة الاعتراض بالعدالة و تعزز الثقة بالنظام الضريبي .					
يخدم السماح بتقسيط و تأجيل دفع المستحقات الضريبية و الغرامات عملية التحصيل الضريبي .					

ثانيا : اجراءات ضريبة الدخل

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
تخدم اجراءات تسجيل المكلفين و تصنيفهم عملية فرض الضريبة و تحصيلها بفاعلية .					
تزيد وسائل تثقيف و تنمية وعي المكلفين من مستوى التزامهم بدفع الضريبة .					
تحد العقوبات و المخالفات الموضوعة على التهرب الضريبي منه .					

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
تساهم اجراءات التثقيف و زيادة الوعي في الحد من التهرب الضريبي .					
تؤدي اجراءات التعامل مع جميع المكلفين بعدالة وشفافية إلى القضاء على التهرب الضريبي .					
تتميز اجراءات تدقيق القرارات الضريبية بالعدالة و المهنية .					
تؤدي الأسس المتبعة في التقدير الأولي إلى زيادة فاعلية التحصيل الضريبي .					
تساهم اجراءات تحديد الدخول الخاضعة للضريبة في تحقيق العدالة و المساواة الاجتماعية بين المكلفين .					
تؤدي الإجراءات المتعلقة بإعفاءات رسوم الاستيراد إلى دعم الاستثمارات .					

ثالثا : اجراءات تنمية الموارد البشرية

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
يؤدي تقييم و إدارة أداء العاملين في الدائرة إلى رفع مستوى أدائهم					
يؤدي تبني الطرق و الوسائل الضريبية الحديثة إلى زيادة كفاءة العاملين في الدائرة.					
يؤدي تطوير و زيادة كفاءة العاملين في الدائرة إلى تخفيض التهرب الضريبي .					
يعتبر تدريب و تنمية العاملين في الدائرة عملية مستمرة و إستراتيجية تهدف إلى تطوير الجهاز الإداري و الفني في الدائرة .					

الجزء الثالث : مستوى اداء العاملين

أمامك مجموعة من العبارات التي تقيس أداء العاملين ، يرجى اختيار الإجابة التي تعكس رأيك الحقيقي لكل فقرة بوضع إشارة x أمامها .

أولا : سرعة الأداء

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
تزيد الإجراءات المتبعة في الدائرة من سرعة العاملين في انجاز المعاملات .					
يتم التجاوب مع طلبات المراجعين دون إبطاء.					
يتميز نظام العمل في الدائرة بالبساطة وسهولة مما يؤدي لزيادة سرعة العمل .					
تؤدي الإجراءات المتبعة في الدائرة إلى إتمام العمل في الوقت المناسب .					
يتوفر ضمن الإجراءات المتبعة في الدائرة الوقت و الوسائل المناسبة لانجاز العمل بسرعة .					
يتم توزيع المهام على العاملين في الدائرة بطرق تسهل من انجازها					

ثانيا: حجم الأداء

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
تكفل اجراءات و نظم العمل في الدائرة عدم تراكم المعاملات و تأخيرها .					
تخفف الإجراءات المعمول بها من الأعباء الملقاة على عاتق العاملين .					
تكفل اجراءات الدائرة الوصول إلى حجم انجاز ينسجم مع أهداف و رؤى الدائرة .					
تؤدي الإجراءات المتبعة في الدائرة إلى تنمية العاملين ورفع مستوى الإنتاجية .					
تنسجم اجراءات الدائرة مع مواكبة التطور في انجاز المعاملات الضريبية .					

ثالثا : دقة وإتقان الأداء

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
تضمن اجراءات عمل الدائرة دقة عالية في أداء العاملين .					
تساعد الإجراءات المتبعة في الدائرة على إبراز الشفافية و الوضوح في إتمام المعاملات الضريبية .					
تكفل الإجراءات المتبعة في الدائرة من عدم حدوث الأخطاء في المعاملات الضريبية .					
يتم توضيح طريقة العمل للعاملين و تدريبهم لتفادي حدوث أخطاء .					
تراجع المعاملات ضمن الإجراءات من قبل العاملين للتأكد من صحتها .					

رابعا : جودة الأداء

	موافق بدرجة عالية جدا	موافق بدرجة عالية	موافق بدرجة متوسطة	موافق بدرجة منخفضة	موافق بدرجة منخفضة جدا
تكفل اجراءات العمل في الدائرة تقديم خدمات ضريبية ذات جودة عالية .					
تتماشى الإجراءات المعمول بها في الدائرة مع احدث المعايير الضريبية في العالم .					
تعقد دورات تدريبية لتحسين جودة العمل .					
تهدف الإجراءات المتبعة في الدائرة إلى متابعة المعاملات الضريبية و فحصها للتأكد من إتقانها و جودتها.					
تطبق البرامج و الإجراءات الحديثة للعمل حسب أعلى مستويات الجودة و الإتقان .					
يتم الأخذ باقتراحات المراجعين لتحسين جودة العمل .					

سؤال مفتوح : ما هي أهم الاقتراحات التي تراها / ترينها مناسبة لتحسين الإجراءات الضريبية في الدائرة ؟

1-

2-

3-

4 -

(3) ƼƟǂDž

DžĭDž|ƟDžǁǁ ƔơJ ƨǁǁ ƀƑDž ƨDG hDžƏƑƼ

hyDžƑƜǁǁ	ţ TƍǂǁǁƐ	DžĭDž|ƟDžǁǁ	!ƽþǁǁ
ǁ ĂdžƧŏ!ƒ	ǂdžGƶ!ƒ lƧƒþŰƒ	ƔGŏT!ƒ þdžơƒ ƧĂķǂþ!ƒ ŖĢķʅŰƒ	**1**
ǁ ĂdžƧŏ!ƒ	ǂdžGƶ!ƒ lƧƒþŰƒ	ǑơŏƧķʅdž!ƒ ǑǁƵ ƧĂķǂþ!ƒ	**2**
ǁ ĂdžƧŏ!ƒ	ýGdžƵŰƒ lƧƒþƍ	ǂ!Ăþ ĂhD ýGdžŋ ƧĂķǂþ!ƒ ŖĢķʅŰƒ	**3**
ǁ ĂdžƧŏ!ƒ	ýGdžƵŰƒ lƧƒþƍ	Ĭ ʅŏƶ!ƒ LJʅơ ƧĂķǂþ!ƒ	**4**
ǁ ĂdžƧŏ!ƒ	ǂhʅGơdž!ƒ	LJƒþŏĂʅ ýŏTŏdž ƧĂķǂþ!ƒ ŖĢķʅŰƒ	**5**
ǁ ĂdžƧŏ!ƒ	(Ǒʅƽlj!ƒ þGTƧŰƒ) DžŏĂlķ!ƒ Ă ΣGŏ!ƒ	NJƱ ǑLjh þŏƒƨ ƧĂķǂþ!ƒ	**6**

Ă ƘGùƶŏhdž!ƒ Ă ýƤþ!ƒ ǂhŏƧư lƧƒþ Ǒƽ LJŏǁdžGƶ!ƒ Ưƶh ýhp LJdž ǂljGhķʅŰƒ Džŏǂơķ Ĭ!ƍ ǂƽGưŰGh ƒŖNj

: DžNj

* þŏʅ!ƒ DžŏNjƒƧhƒ ǑhƵƨ!ƒ ù ù ù Ƨŏþdž ǂŏƧŏþdž ǂhŏƧư ýƤþ Ă ƘGƶŏhdž ǂƱƽGơdž ǂhƧƒ .

* þŏʅ!ƒ LJdžŏƒ ĭĂGpƧh ù ù ù ƽpþdž ǑhŏƧư .

* þŏʅ!ƒ CűƵ LJŏþ!ƒ LJŏNjGT ù ù ù ƽpþdž ǑhŏƧư .

(4) ϱϴϟϤ

2012 ϭ 2004 ϲϭϮϳϟ ϦϴΑ ϥΩέϷϼϟ ΔϴϟΎϤϟ ΕΎϋΪδϤϟ ΔϴΒϨΟϷϦϴΑ ΔϧέΎϘϣ

(ϰϧΩέ έΎϨϳΩ) 2012-2004 ϡΎϋ ϦϴΑ ΔϴΟέΎΨϟ Ε ϋΪϤϟ ϪϟϮϤΗ (1) ϢϗέϝϭΪΟ

ωϮϤΠϤϟ	ΔϴΟέΎΨϟ ΕΪϋΎδϤϟ	ϱΩΎϋ ΕΪϋΎδϤϟ	ΔϨδϟ
1055077	831271	223806	2004
1322157	1034895	287262	2005
1647526	1228490	419036	2006
1971860	1473940	497920	2007
2299834	1685395	614439	2008
2463404	1689530	773874	2009
2640069	2000061	640008	2010
2764180	2078666	685514	2011
3031000	2318000	713000	2012
19195107	14340248	4854859	ωϮϤΠϤϟ

ϡΎϋ ϦϴΑ ΔϴΟέΎΨϟ ΕΪϋΎδϤϟ ϲϗΎΒϟ ϝϮΤΘϟ ΔϴϟΎϤϟ ΓέίϭΕΎϴΎμΣ ϹϝΎϴϟ ΔϟϭΪϟ ϡΎϋ: έΪμϤϟ

2012 ϰϟ **2004**

. (ϰϧΩέ έΎϨϳΩ) 2012- 2004 ϡΎϋ ϦϴΑ ΔϴϘϴϘΤϟ ΕΎϘϔϨϟ ϭ ΕΪϋΎδϤϟ ΔϧέΎϘϣ (2) ϢϗέϝϭΪΟ

ΰΠόϟ	ΕΎϘϔϨϟ ωϮϤΠϣ	ΕΎϘϔϨϟ ΔϳϟΎϤγέ	ΔϳέΎΠϟ ΕΎϘϔϨϟ	ωϮϤΠϣ ΕΪϋΎδϤϟ	΢ϨϤϟ ΔϴΟέΎΨϟ	ΕΪϋΎδϤϟ ΔϴΒϨΟϷ	ΔϨδϟ
293000	* 2590000	537000	2133000	2297000	472000	1825000	2004
270000	3330000	785000	2545000	3060000	1060000	2000000	2005
448500	3448500	841500	2607000	3000000	236000	2764000	2006
310301	4264301	944244	3320057	3954000	574000	3380000	2007
724248	5224968	1124228	4100740	4500720	440000	4060720	2008
688547	6155471	1364995.6	4790475.4	5466924	684000	4782924	2009
685107	5460192	960714	4499478	4775085	330000	4445085	2010
1160341	6369043	1024197	5344846	5208702	440000	4768702	2011
1027490.3	6837490.3	998490.3	5839000	5810000	870000	4940000	2012
5607534.3	43679965.3	8580368.9	35179596.4	38072431	5106000	32966431	ωϮϤΠϤϟ

* ! ϲϓ ϭ ΕΎϘϔϨϟ ϊϤΠϣ) ϰϧΩέ ϡΎϋϝϼΧ ΔϨδϟ ϊϤΠϣ ΕΎϘϔϨϟ ΔϨδϟ ϲϓ ΕΎϘϔϨϟ

. (ϲϧϮϟ ϡΎϋ ϲϓ ΔϳϟΎϤγέ ΔϘϔϨϟ ΔϳέΎΠϟ

* έΪμϤϟ : ϡΎϋ ΔϟϭΪϟ ΕΎϴΎμΣ ϹΔϴϟΎϤϟ ΓέίϭΓΩϮϗ ΔϴϟΎϤϟ ϡΎϋ 2004 ϭ 2012

[illegible] (3) [illegible]

. [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
0.277705	0.407366	0.459328254	0.578124384	2004
0.204212	0.397044	0.432077451	0.6610785	2005
0.272226	0.477751	0.549175333	0.596065847	2006
0.157365	0.462411	0.498700051	0.583390533	2007
0.314913	0.440162	0.510992463	0.566361138	2008
0.27951	0.400197	0.450601472	0.515041427	2009
0.259503	0.483512	0.552884189	0.593929925	2010
0.419778	0.434002	0.530684996	0.579650395	2011
0.338994	0.443291	0.521686747	0.613562753	2012
0.280467	0.438415	0.500681217	0.587467211	[illegible]

(**5**) الملحق

كتاب تسهيل المهمة

جامعة اليرموك
YARMOUK UNIVERSITY

كلية الاقتصاد والعلوم الادارية
الإدارة العامة

الرقم : ك ق/٧/٨٠٧
التاريخ : ٢٧/محرم/١٤٣٥ هـ
الموافق : ٢٠١٣/١٢/١ م

الى من يهمه الامر

يقوم الطالب سعود الصقر بإعداد دراسة بعنوان :- "مدى فاعلية اجراءات دائرة ضريبة الدخل والمبيعات وأثرها على اداء العاملين من وجهة نظر موظفي الدائرة "٠ يرجى الايعاز لمن يلزم بتسهيل مهمة الطالب سعود وذلك بتعبئة استبيانات الدراسة علما بان المعلومات الواردة فيها ستكون سرية ولن تستخدم إلا لاغراض البحث العلمي ٠

مقدرا سلفا حسن تعاملكم معنا ،

المشرف

الاستاذ الدكتور نعيم نصير

ن غ

تلفون : ٧٢١١١١١ - ٢ - ٩٦٢ + فاكس : ٧٢١١١٩٤-٢-٩٦٢ + اربد - الأردن
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Abstract

Al-sakr , Saud Awad (2014) . " The Effectiveness Level of Procedures at the Department of Income and Sales Tax in Jordan and its impact on performance Level from Employees Perspective " . Master thesis in Public Administration , Yarmouk University .(Supervisor prof Naim Nusair) .

This study aimed to identify the effectiveness level of procedures in income and sales tax department , it also aimed to identify the level of employees performance in the income and sales tax department from the employees perspective , and to identify the impact level for these procedures on employees performance through several aspect such as : speed , volume and quality of performance . Also this study sought to identify the range of statistical differences existed in employees perspectives at the sales and income tax department against the effectiveness level of the procedures and the employees performance level that due to the occupational and personal variables .In addition to that , this study aimed to find out results and recommendations that serve decision makers in income and sales tax department that can share in increase procedures effectiveness in that department and increase the employees performance in it .

In order to reach to objectives of this study and answer to its questions , it has adopted the statistics descriptive analytical approach , through distribute 330 questioners on the sample of study population which is the employees in income and sales tax department from the first grade , 274 of the questioners were returned , and subjected to analysis using the Statistical Package for Social Science (SPSS) , and after statistical analysis , the study ended with the following results :

- The effectiveness level of adopted procedures in the department which concerning to the income tax , sales tax , and human resources development from employees perspective was normal.
- The level of employees performance and the level of its aspects : speed , amount , and quality of employees performance in the department of income and sales tax from the employees perspective was normal .

- There is impact to the level of procedures effectiveness regarding income and sales tax in Jordan on employees performance level in tha department of income and sales tax , it was found that there is impact for each : sales tax procedures , income tax procedures , and human resources development procedures on the speed of performance , also it was found that their impact for each : income tax procedures , human recourses development procedures on the amount , accurate , and quality of performance and on the performance as a whole . But for sales tax procedures there is no any impact on the amount , accurate , and quality of performance and on performance as a whole .

- There were no statistically significant differences at the level of ($\alpha \leq 0.05$) in the effectiveness level of income and sales tax procedures due to the following occupational and personal variables : gender , age , years of experience , and job title .

- There were no statistically significant differences at the level of ($\alpha \leq 0.05$) in the attitudes of study sample individuals toward level of employees performance due to the following occupational and personal variables : gender , age , years of experience , and job title .

Also this study ended with the following recommendations:

Necessary of take procedures to increase the effective of performance in term of the volume , accuracy , and quality of performance , and the necessary procedures should be taken to increase the effectiveness level of income and sales tax procedures and human resources development procedures , support the abilities of employees through course and workshops , and make the opportunities available to the employees to understand and recognize the objectives of followed procedures .

Key Words : Income tax , Sales tax , Employees performance , Tax procedures